

2008 Consumer Satisfaction Survey

Submitted to:

Vermont Department of Disabilities, Aging and
Independent Living
Division of Disability and Aging Services
103 South Main Street, Weeks Building
Waterbury, VT 05671-1601
(802) 241-2335
ATTN: Mr. Bard Hill

Submitted by:



126 College Street, Suite 2A
Burlington, Vermont 05401

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EXECUTIVE SUMMARY

As a part of a comprehensive strategy to improve Vermont's long-term care system, the Department of Disabilities, Aging and Independent Living (hereafter, "the Department") conducts surveys with consumers to measure satisfaction with services and overall quality of life.

The Department contracted with Macro International Inc.—a survey research firm located in Burlington, Vermont—to conduct a statewide survey of individuals receiving services from Department-sponsored programs in 2008. The 2008 CSS asked consumers about their experiences with Attendant Services, Homemaker Services, Choices for Care Personal Care Services, and Adult Day Services. The program questions in the 2008 survey were identical to those used in the 2007, 2006 and 2002 surveys.

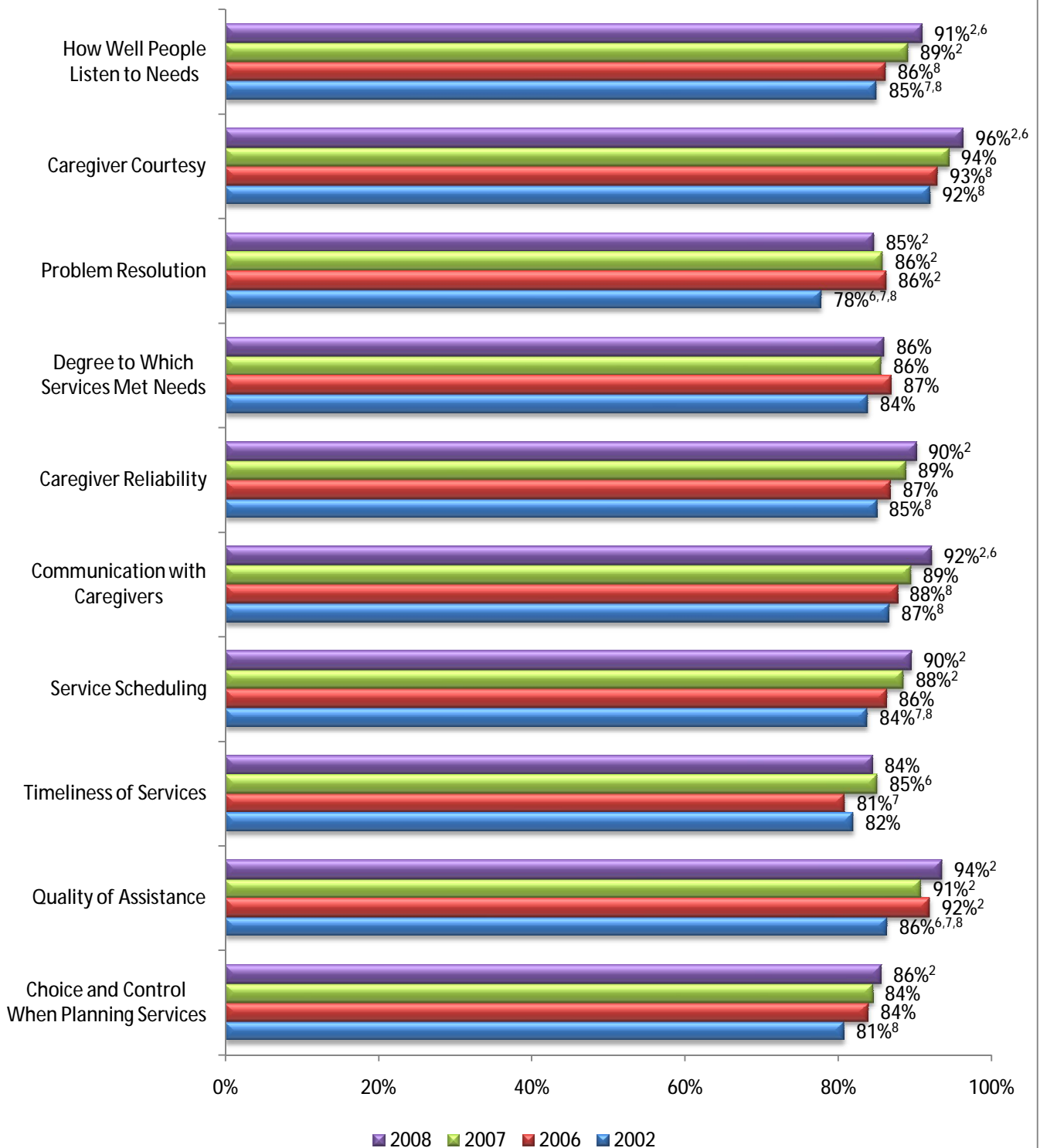
The Consumer Satisfaction Survey (CSS) collected data about long-term care consumers from different areas around the State, and compared these results to those obtained by surveys conducted in 2007, 2006 and 2002. For the 2008 survey, a combination of mail and telephone surveys were conducted with adult (over the age of 18) long-term care consumers receiving Adult Day Services, Choices for Care (CFC) Personal Care Services, Homemaker Services, and Attendant Services. In addition, responses to a series of quality of life questions posed to a representative sample of the general Vermont population (who were not necessarily receiving long-term care services) were compared to the responses of long-term care consumers.

I Overall Consumer Satisfaction

Consumers of the State's long-term care services indicated overwhelming satisfaction with, and approval of, the programs in which they participated. Satisfaction and approval ratings were high across all measures (Chart ES.1). In 2008, consumers were most satisfied with the courtesy shown by their caregivers, with 96% of consumers indicating they felt caregiver courtesy was either "excellent" or "good." Additionally, at least 84% of long-term care consumers statewide indicated similar levels of satisfaction with all services.

In 2008, satisfaction levels increased for seven of ten service elements compared to 2007 levels. However, there were no significant differences to report from 2007 to 2008 in overall levels of satisfaction. The biggest increases in satisfaction were seen in communication with caregivers (92% vs. 89%) and quality of assistance (94 vs. 91%). In addition to care giver courtesy (96%), other service elements receiving high overall satisfaction ratings in 2008 include percentage of consumers who felt the quality of assistance (94%), caregiver communication (92%), how well people listen to needs (91%), caregiver reliability (90%) and service scheduling (90%) were "excellent" or "good".

Chart ES.1: Percent of Respondents Statewide Who Rated Overall Services as Excellent or Good



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

II. Quality of Life among Long-Term Care Consumers

Most elderly and disabled Vermonters who receive assistance from the State's long-term care programs perceived the quality of their life as being generally good (Chart ES.2). Specifically:

- The majority of consumers (92%) reported feeling safe in their homes.
- Most consumers (90%) had someone they could rely on for support in an emergency.
- The majority of consumers (78%) reported feeling safe outside their home and (77%) felt mobile inside their homes.

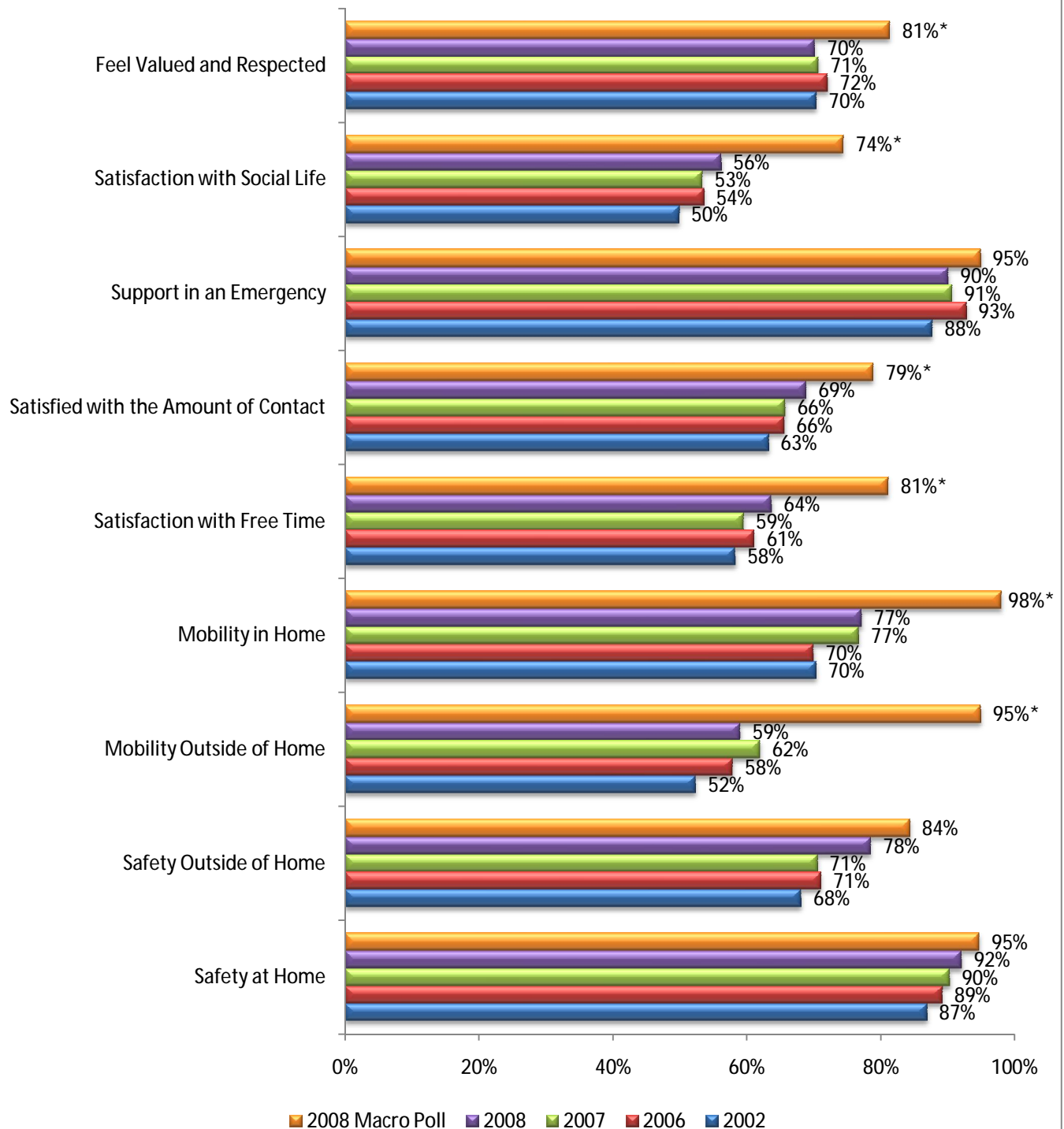
However, long-term care consumers may experience a lesser quality of life than other Vermonters. On similar quality of life measures, the general Vermont population surveyed in a Macro Poll was consistently more positive about the quality of their lives than long-term care consumers, and indicated significantly higher levels of satisfaction in a number of areas. For example:

- Long-term care consumers reported feeling less mobility outside of the home than other Vermonters. Whereas 95% of Vermonters felt they can "get where I need and want to go", only 59% of LTC consumers felt the same way (a difference of 36%).
- Long-term care consumers were less likely (77%) than other Vermonters (98%) to feel mobile inside their homes (a difference of 21%)
- While 74% of Vermonters felt satisfied with their social life, just 56% of LTC consumers felt satisfied (a difference of 18%).

On only three measures, satisfaction of long-term care consumers was not significantly different from the general Vermont public:

- The percentage of consumers who felt safe in their home (90% of LTC consumers and 92% of all Vermonters).
- The percentage of consumers who felt they had support in an emergency (92% of LTC consumers and 95% of all Vermonters).
- The percentage of consumers who felt safe outside their homes (78% of LTC consumers and 84% of all Vermonters).

ES.2: Quality of Life Measures: A Comparison of Macro Poll and Long Term Care Consumer Satisfaction Survey: Percentage of Respondents Indicating Yes



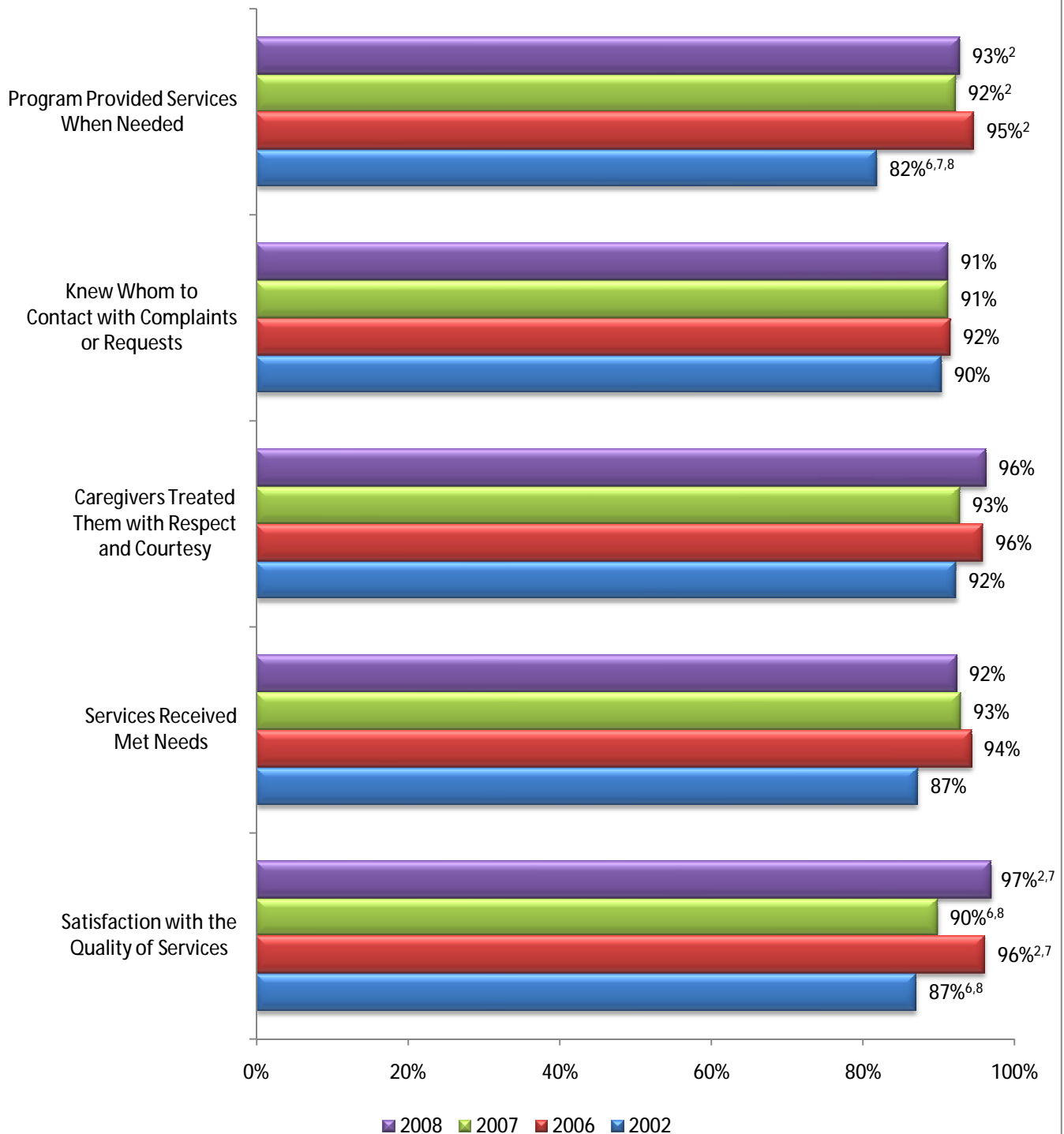
*indicates statistical difference between 2008 CSS and Macro Poll data at 5%

III. Consumer Satisfaction with Attendant Services

Long-term care consumers who participated in the State's Attendant Services Program indicated high levels of satisfaction with the care they received. For each service element, at least 91% of consumers were "always" or "almost always" satisfied (Chart ES.3).

- Consumers were most satisfied with two specific areas—the quality of Attendant Services, with 97% indicating they were "always" or "almost always" satisfied and the respect and courtesy they were shown by their care givers with 96% indicating they were "always" or "almost always" satisfied.
- While satisfaction levels remained fairly consistent from 2007, a significantly larger percentage of consumers indicated "always" or "almost always" being satisfied with the quality of Attendant Services in 2008 than did in 2007.

Chart ES.3: Percentage of Respondents Who Were Always or Almost Always Satisfied with Attendant Service Aspects



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ indicates statistical difference from 2007 at 5%

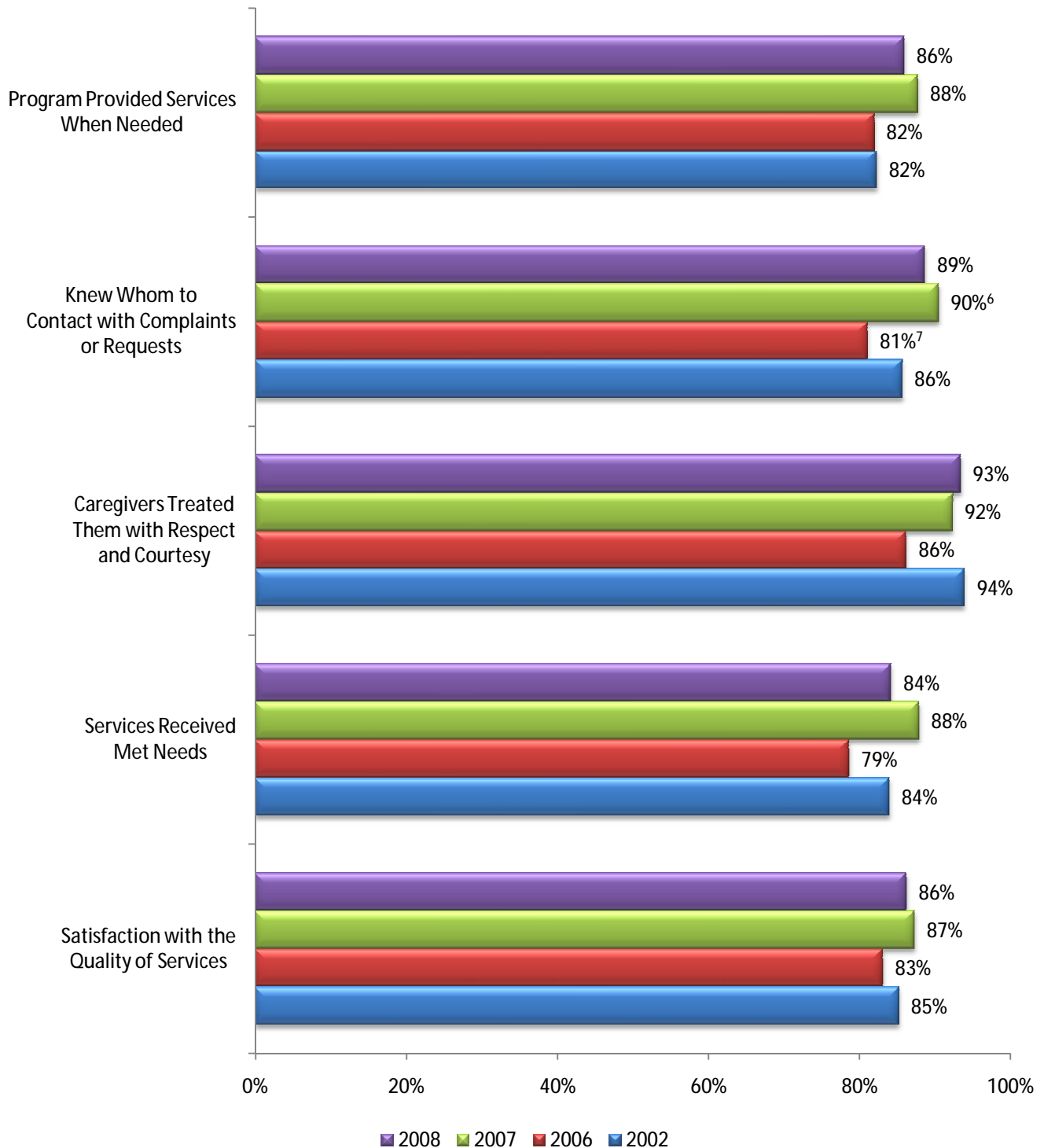
⁸ indicates statistical difference from 2008 at 5%

IV. Consumer Satisfaction with Homemaker Services

At least 84% of long-term care consumers receiving Homemaker Services were “always” or “almost always” satisfied with all service aspects (Chart ES.4).

In 2008, Consumers were most satisfied with the respect and courtesy shown by Homemaker Caregivers (93%) and knowledge of whom to contact with a complaint or for more help (89%). Satisfaction levels remain fairly consistent with previous years and there are no significant statistical differences to report.

Chart ES.4: Percent of Respondents Who Were Always or Almost Always Satisfied with Homemaker Service Aspects



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

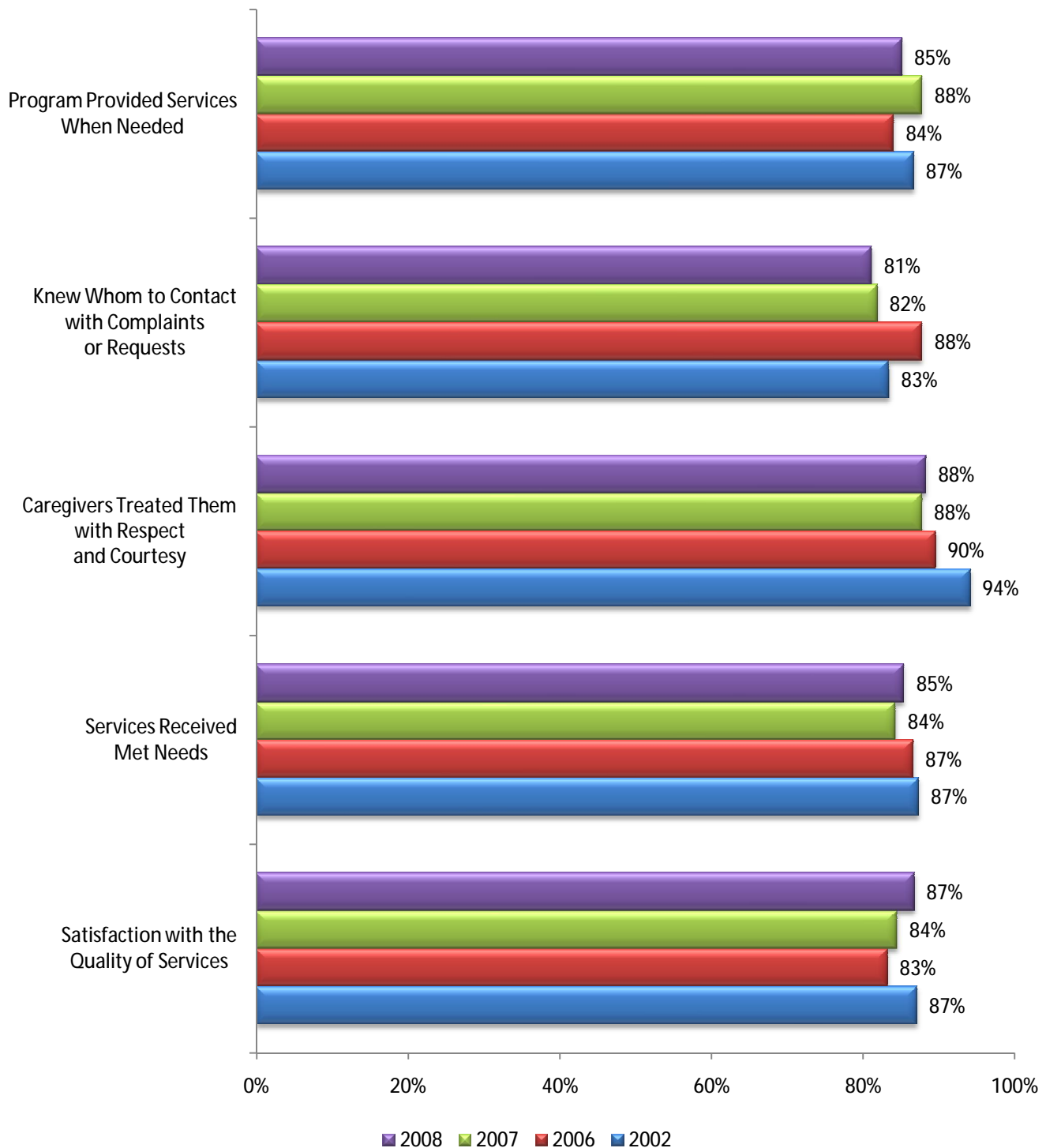
V. Consumer Satisfaction with the Adult Day Services

Long-term care consumers who received Adult Day Services indicated high levels of satisfaction with the care they received. For each service element, at least 81% of consumers were “always” or “almost always” satisfied (Chart ES.5a).

A slight increase in satisfaction in 2008 was seen with the quality of Adult Day Services (87%); however the increase was not significant. Consumers were most satisfied with the respect and courtesy shown by Adult Day caregivers (88%) and the overall quality of services provided (87%)

Chart ES.5b breaks out the 2008, 2007 and 2006 responses of the Moderate Needs Group (MNG) from other program participants. The MNG represents a new group of Department consumers since the 2002 survey. Therefore, it is helpful to look at responses from this group separately from other Adult Day Service consumers.

Chart ES.5a: Percentage of Respondents Who Were Always or Almost Always Satisfied with Adult Day Service Aspects



*indicates statistical difference from statewide average at 5%

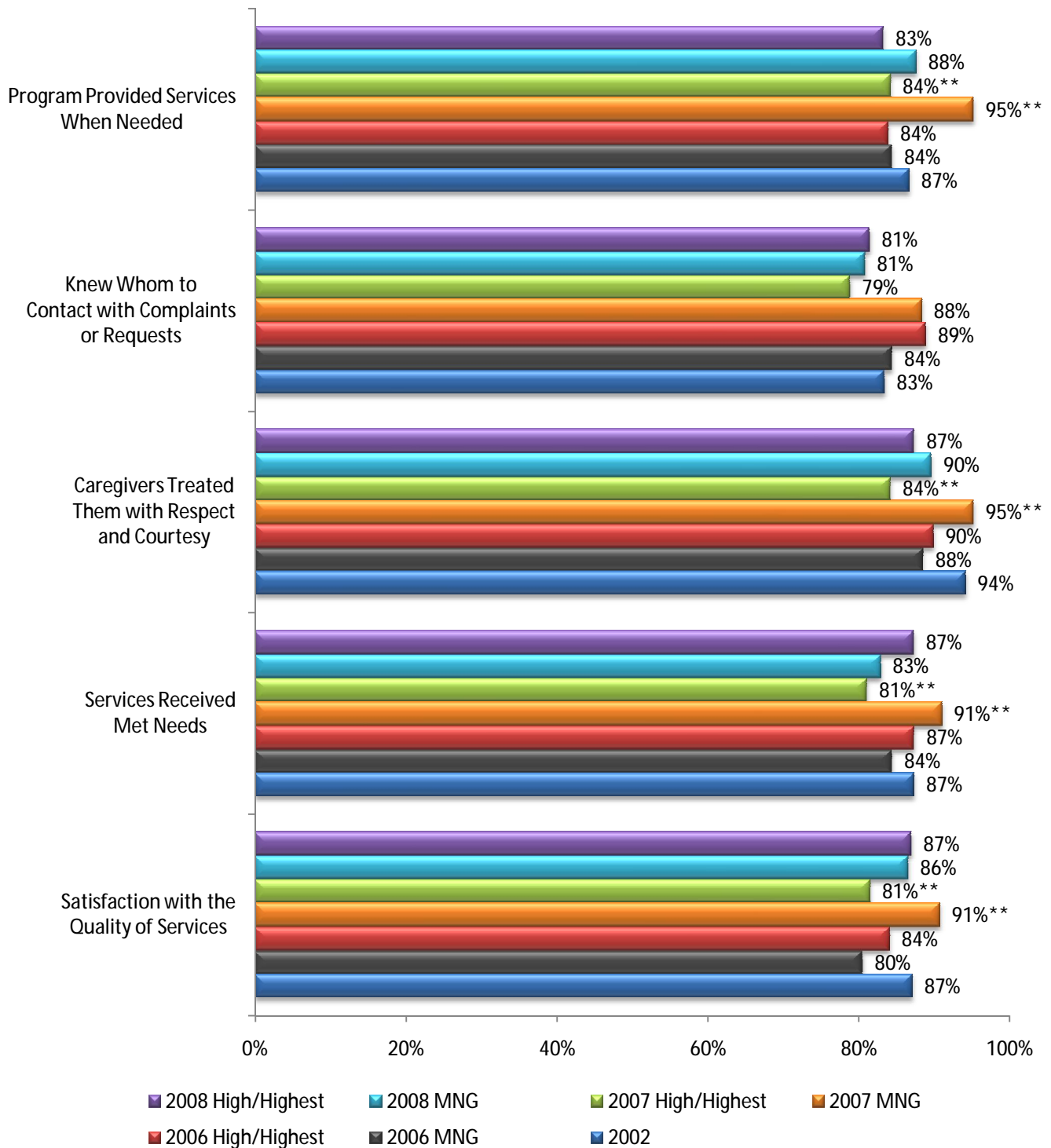
² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

Chart ES.5b: Percentage of Respondents Who Were Always or Almost Always Satisfied with Adult Day Service Aspects



** Indicates statistical difference between 2007 High/Highest and 2007 MNG at 5%

VI. Consumer Satisfaction with the Choices for Care Personal Care Services

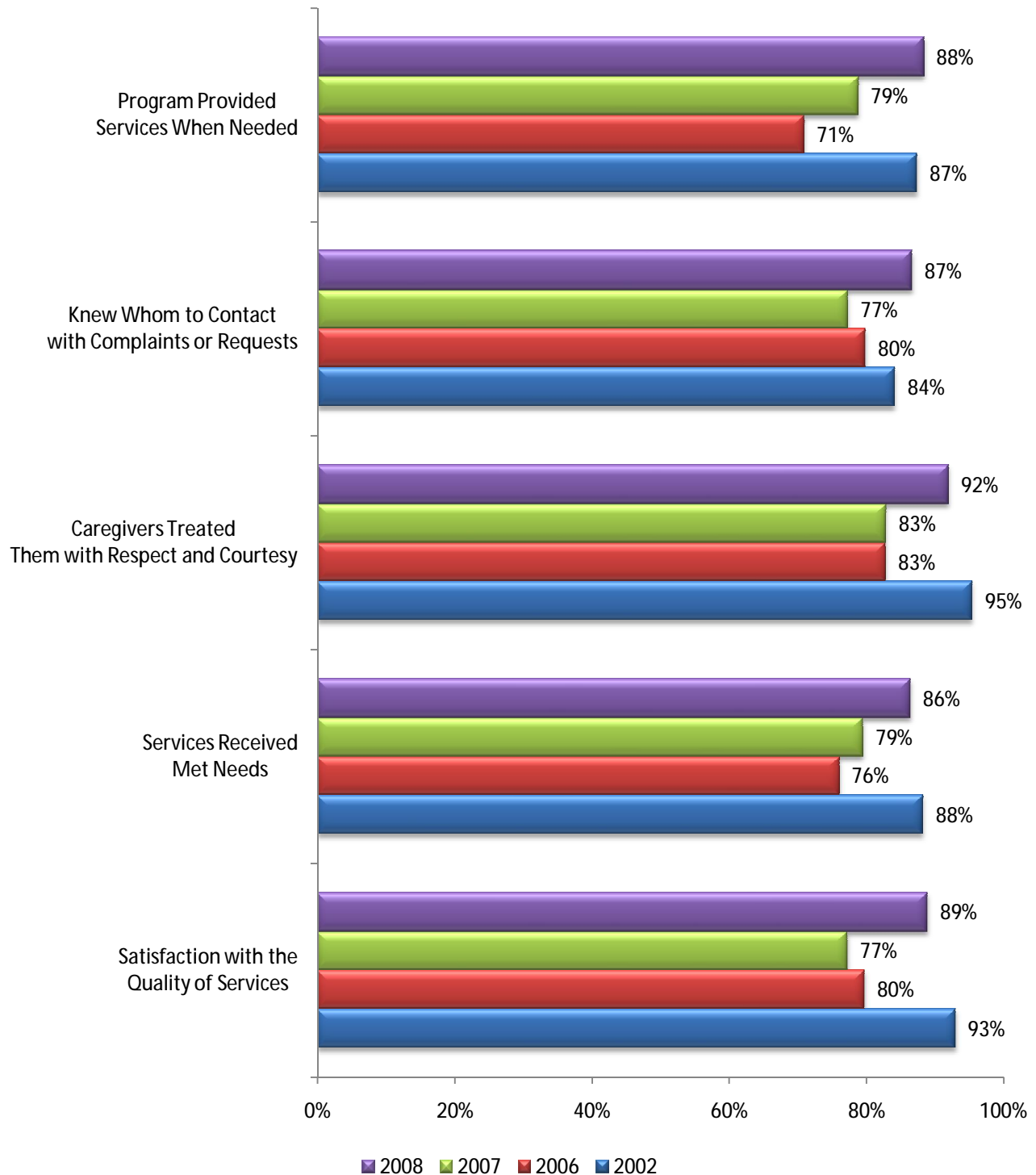
In both 2006 and 2007 consumers reported the lowest levels of satisfaction with the Choices for Care Personal Care services, when compared to the other services. However, in 2008 satisfaction increased for every service element of CFC Personal Care Services. Although increases were seen from 2007 to 2008, none of these changes are statistically significant.

Choices for Care Personal Care services consumers were most satisfied with three program service elements:

- 92% of CFC consumers reported they were “always” or “almost always” shown respect or courtesy by CFC personal care service caregivers.
- 89% of CFC consumers indicated they were “always” or “almost always” satisfied with the quality of CFC Personal Care Services.
- 88% of CFC consumers reported the services were “always” or “almost always” provided when and where they were needed.

Chart ES6b shows satisfaction levels of each CFC personal care services subgroups including: flexible choices, surrogate directed, consumer directed, and home health agency consumers.

Chart ES.6a: Percentage of Respondents Who Were Always or Almost Always Satisfied with CFC Personal Care Service Aspects



*indicates statistical difference from statewide average at 5%

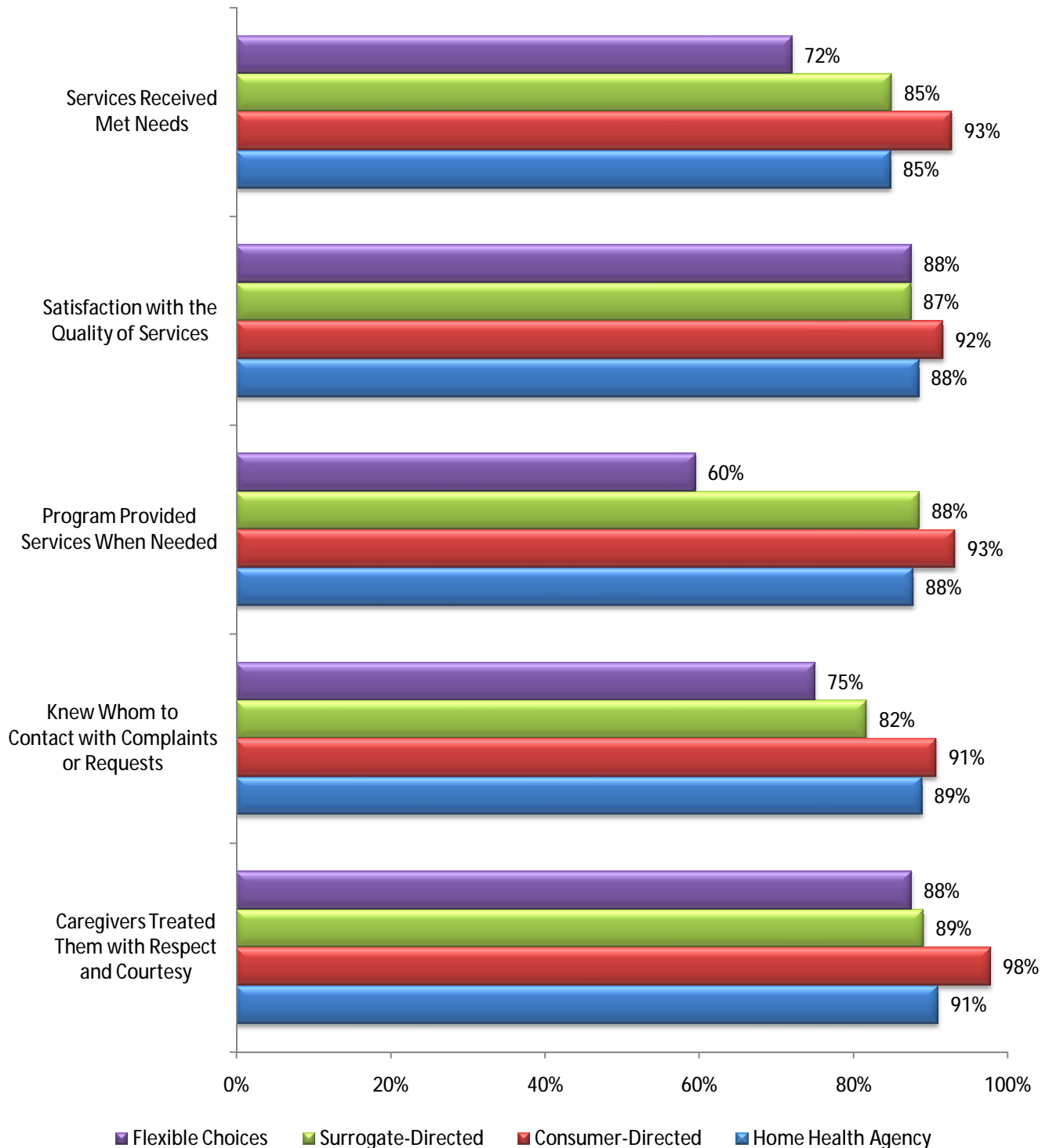
² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

Chart ES.6b: Percentage of Respondents Who Were Always or Almost Always Satisfied with CFC Personal Care Service Aspects



*significance testing was not performed as sample sizes were not large enough to support this analysis

INTRODUCTION

In 2008, the Department conducted a survey of clients who utilize long-term care programs and services. The Consumer Satisfaction Survey (CSS) provided the Department with measures of consumers' perceptions, experiences, and opinions about the services they receive. In 2008, the survey examined satisfaction with four different State programs: the Attendant Services, Homemaker Services, Choices for Care (CFC) Personal Care Services, and Adult Day Services. This report also includes data related to Home-Delivered Meals (HDM). Specifically, this survey effort assessed:

- Overall consumer satisfaction with services.
- The degree to which consumers perceived services as having value.
- The degree to which services have made a positive impact on the lives of consumers.
- The quality of life of individuals receiving services.
- Levels of consumer satisfaction with specific service elements of Attendant Services, Homemaker Services, Choices for Care Personal Care Services, and Adult Day Services.

In addition to measuring overall performance, the survey provided measures of consumer satisfaction at the county/regional level, allowing comparisons among individual counties/regions, and the State. The methodology was supported by a sampling plan that provides statistically valid estimates at the county/regional level. The Department intends to use this consumer input to support its program planning and evaluation process. The survey was administered to clients in the following counties and regions: Addison, Bennington, Caledonia, Chittenden/Grand Isle, Essex/Orleans, Franklin, Lamoille, Orange/Windsor, Rutland, Washington, and Windham.

The following chapters detail the results of the 2008 CSS; the report also compares these results to those obtained during the 2007, 2006 and 2002 surveys.

- **Chapter I** describes an overview of long-term care services ratings for all programs combined.
- **Chapter II** explains quality-of-life measures among Vermonters who use long-term care services, comparing the results to statewide responses of a representative sample of all adult Vermonters.
- **Chapters III, IV, V, and VI** present a more detailed picture of satisfaction with Attendant Services, Homemaker Services, Choices for Care Personal Care Services, and Adult Day Services.
- **Chapter VII** offers data from respondents who received Home-Delivered Meals (HDM).
- **Appendix A** provides a detailed overview of the survey methodology.
- **Appendix B** includes tables containing the number of consumers who responded to each survey question.
- **Appendix C** contains a copy of the survey questionnaire.

CHAPTER I. OVERVIEW OF LONG-TERM CARE SERVICES RATINGS

In 2008, consumers of long-term care services indicated overwhelming satisfaction with, and approval of, the services they received. Ratings remained consistently high across all measures, including caregiver courtesy, communication with caregivers and overall quality of assistance. Similar to 2007's results, there was some variation between the county/regions. The data presented below represents responses to questions about four services: Adult Day Services, Choices for Care (CFC) Personal Care Services, Homemaker Services, and Attendant Services. The questions and programs discussed in this chapter are the same as in 2007, 2006 and 2002, and therefore offer the opportunity for year-to-year comparison.

In the questionnaire, respondents were asked to rate various service elements using one of two scales: the first scale included: "always," "almost always," "sometimes," "seldom," and "never". The second scale included: "excellent," "good," "fair" and "poor". Please note that in this report "above average" indicates a rating of "excellent" or "good", while "below average" indicates a rating of "fair" or "poor".

Sample sizes for data presented in Charts 1.1 through 1.12 are provided in *Appendix B*.

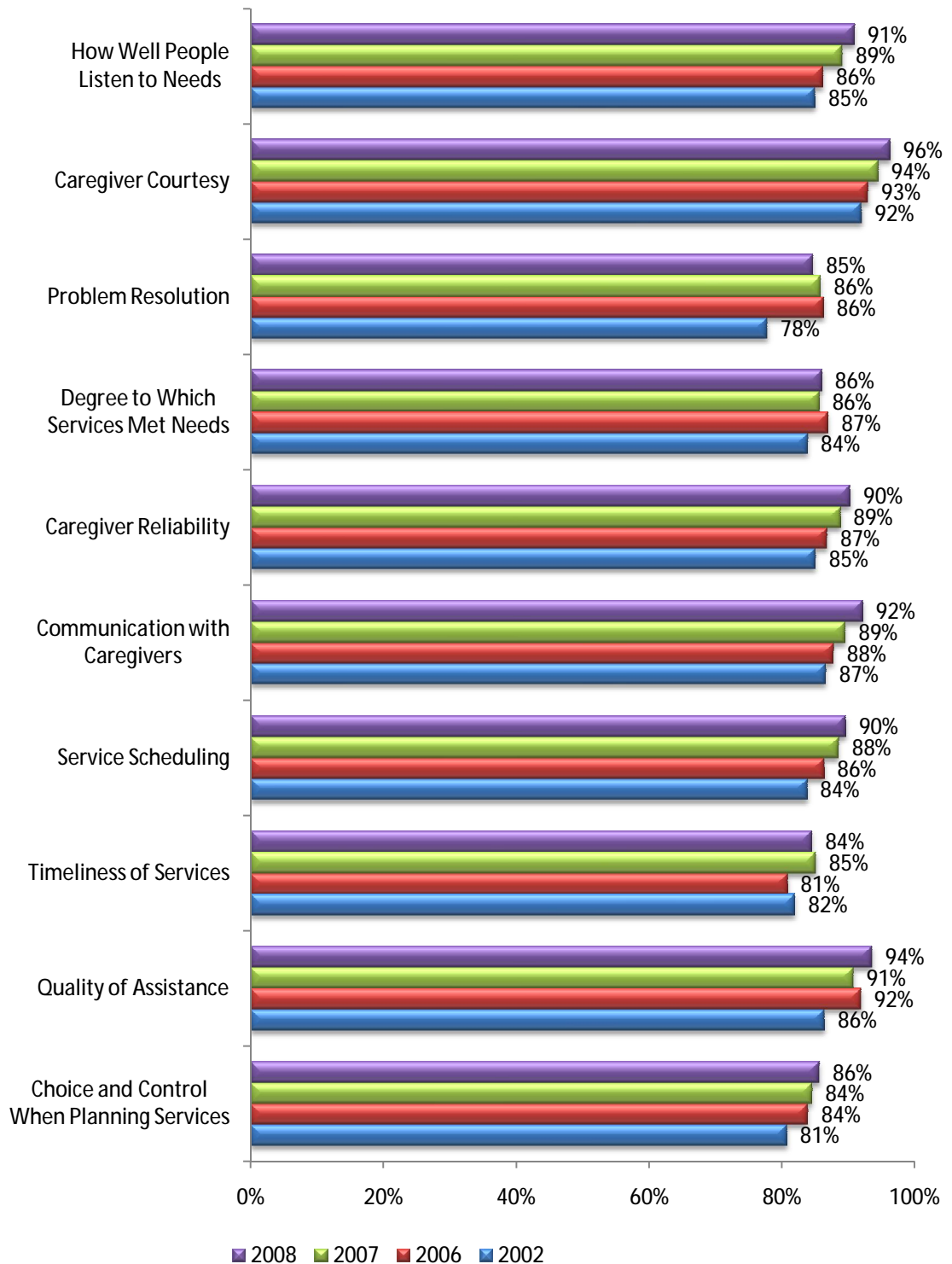
A. SATISFACTION WITH LONG-TERM CARE SERVICE ELEMENTS

The majority of participants receiving the State's Attendant Services, Homemaker Services, Choices for Care Personal Care Services, and Adult Day Services were pleased with the type, quality, and amount of services they had received. The survey included 10 questions about different aspects of program support and service delivery. Statewide, consumers rated their satisfaction with the programs as either "excellent" or "good". On average, satisfaction levels with service elements (i.e., average ratings of "excellent" or "good") in 2008 (89.4%) were higher than 2007 (88.1%), 2006 (87.0%) and 2002 (84.4%) (Chart 1.0).

Satisfaction levels increased between 2007 and 2008 for seven of ten service elements; however, none of these differences are statistically significant from 2007 survey results. Satisfaction levels for two service elements dropped between 2007 and 2008 - problem resolution (86% to 85%) and overall timeliness of services (85% to 84%); however, this was not a statistically significant decrease.

While the level of satisfaction with these services was generally high, there was some variation among different service elements. Caregiver courtesy was yet again the most highly rated service element by program participants, with 96% of respondents indicating they felt this service element was either "excellent" or "good." All service elements received an overall rating of "excellent" or "good" by at least 84% of consumers.

Chart 1.0: Percent of Respondents Statewide Who Rated Overall Services as Excellent or Good



*indicates statistical difference from statewide average at 5%

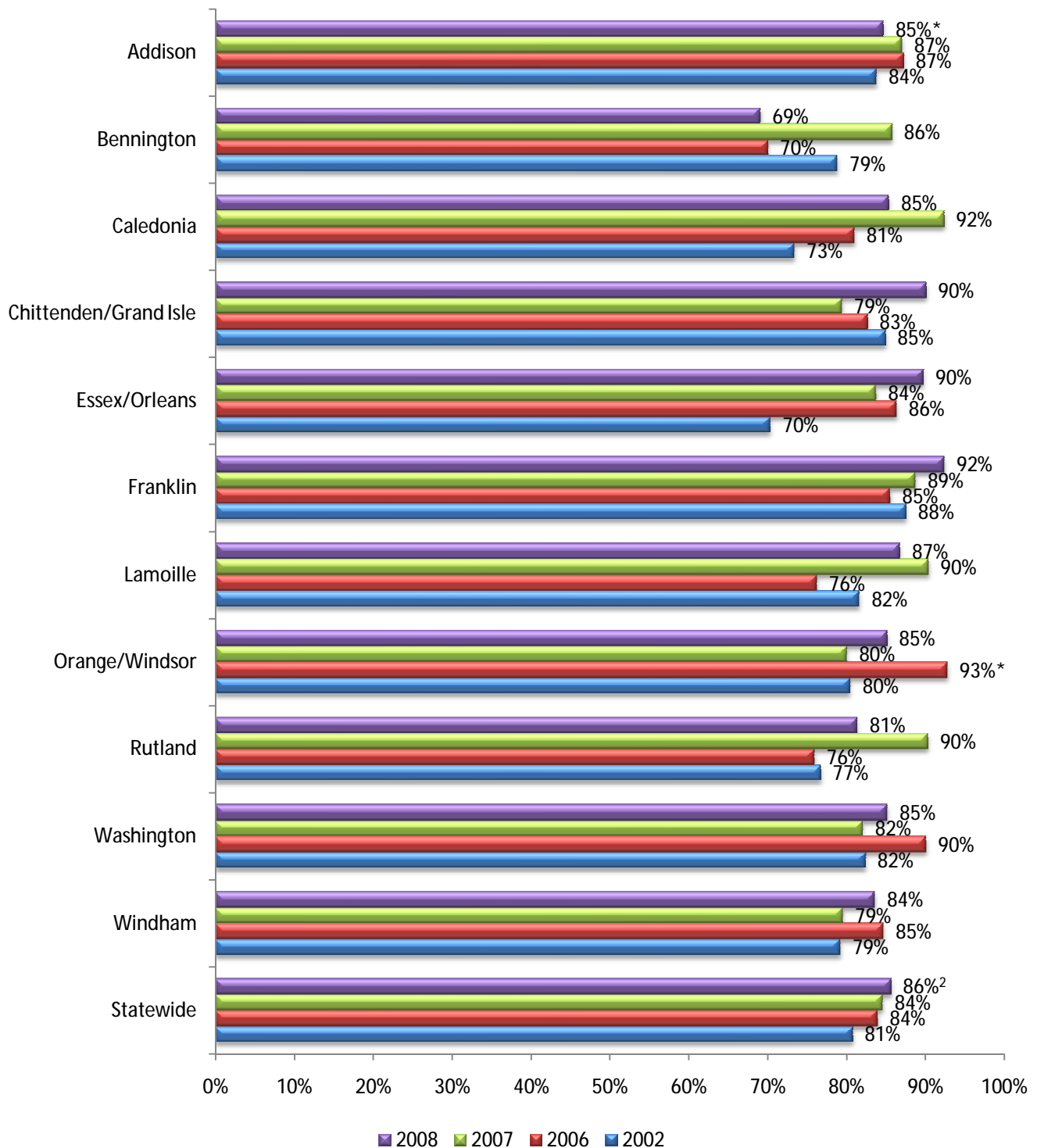
² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

Chart 1.1a: Percentage of All Respondents Rating Amount of Choice and Control for All Services as Excellent or Good



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

The following sections discuss survey results for each specific service element presented in the survey: amount of choice and control, quality of help received, timeliness of services, scheduling of services, communication with caregivers, caregiver reliability, degree to which services met consumers' needs, problem and concern resolution, caregiver courtesy, and how well staff listen. In addition, survey results concerning consumers' perception of the value of the services they receive, as well as the impact of services on their lives and their ability to remain in their homes, are presented. Results are summarized by county/region as well as statewide.

B. AMOUNT OF CHOICE AND CONTROL

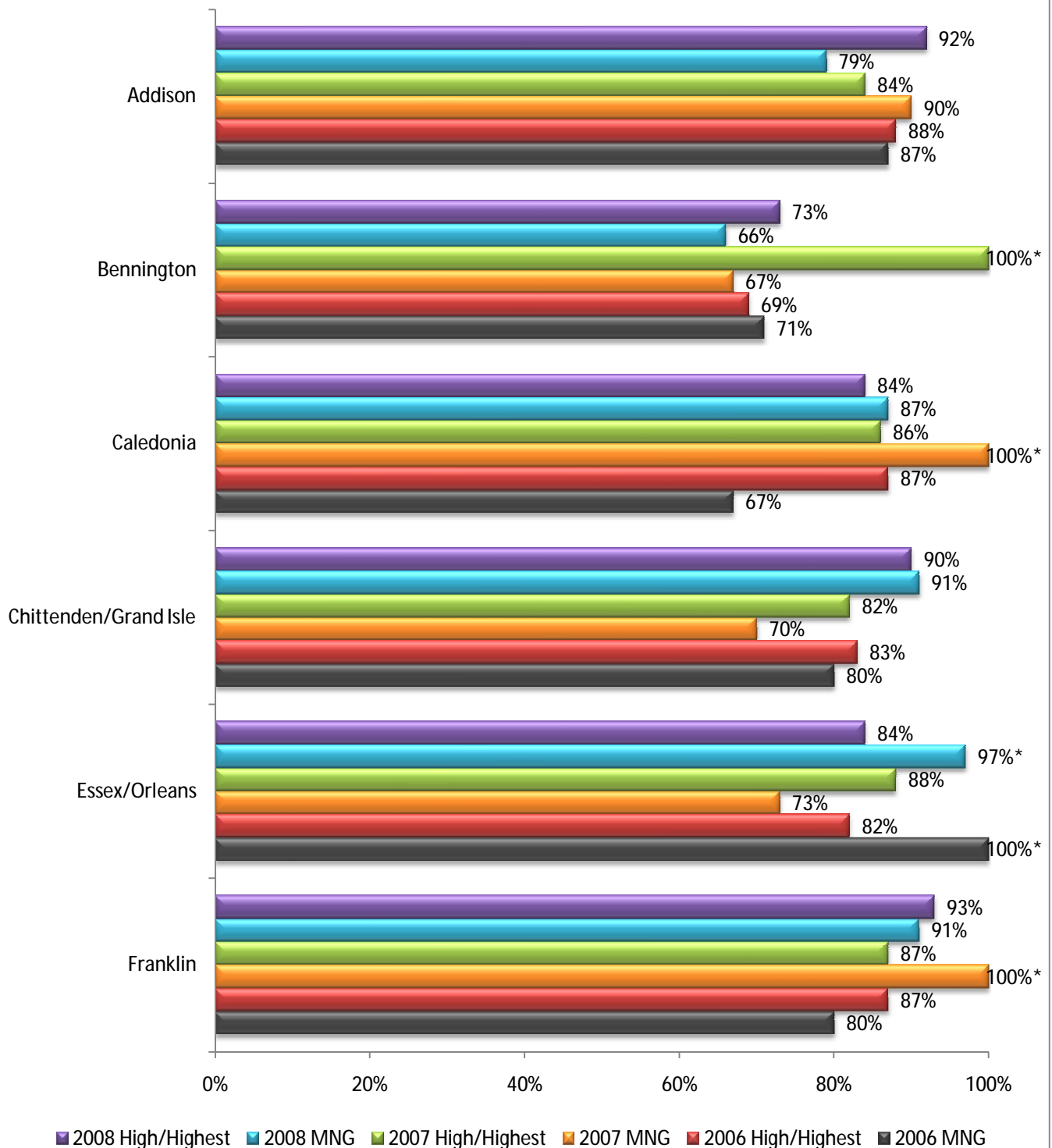
In 2008, 86% of consumers statewide were satisfied (using a rating of "excellent" or "good") with their amount of choice and control when arranging services or care. Satisfaction with this service element is up slightly but not significantly from 2007 survey results (86% vs. 84%) (Chart 1.1a)

Consumers in Addison County were significantly less likely than consumers statewide (85% vs. 86%) to rate the amount of choice and control for all services as "excellent" or "good".

Chart 1.1b provides a break out of 2008, 2007 and 2006 responses by CFC Personal Care Service participants, labeled High/Highest, and the MNG. Statewide satisfaction levels were highest in 2008 for highest needs CFC Personal Care Service participants with 88% indicating the amount of choice and control was excellent or good compared to 82% of the MNG. In 2007, statewide satisfaction levels were similar with 86% of both highest needs CFC Personal Care Service and 81 % of MNG participants indicating choice and control for all services was "excellent" or "good". There were no statistically significant changes to report in 2008.

Chart 1.1c compares the High/Highest needs CFC Personal Care group for survey years 2008, 2007, and 2006 to 2002. Statewide satisfaction levels for the High/Highest needs group are the highest for all survey years in 2008 (88%) followed closely by 2007 (86%) and 2006 (84%). These differences are not statistically significant.

Chart 1.1b: Percentage of All Respondents Rating Amount of Choice and Control for All Services as Excellent or Good (1 of 2)



*indicates statistical difference from statewide average at 5%

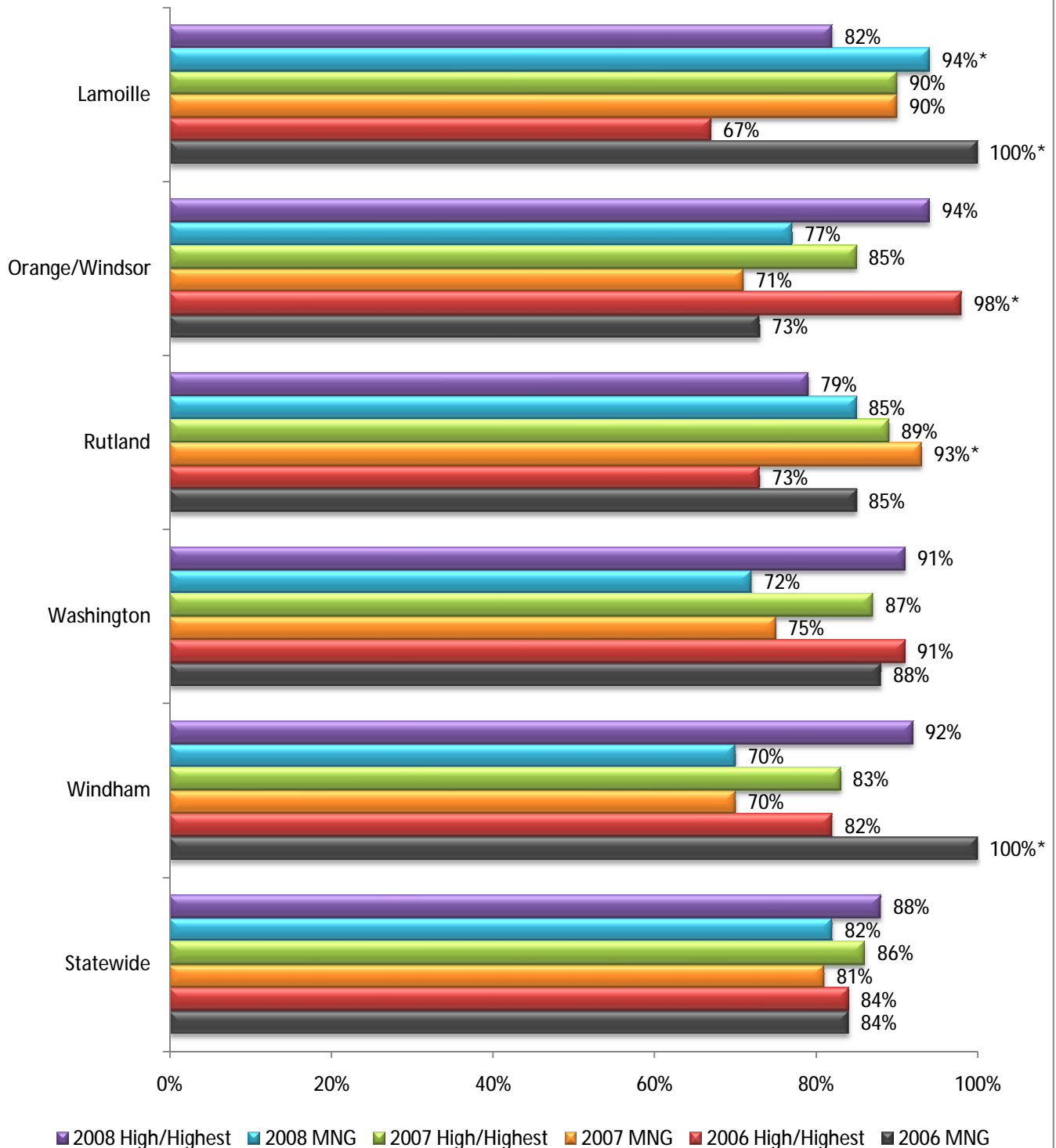
² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

Chart 1.1b: Percentage of All Respondents Rating Amount of Choice and Control for All Services as Excellent or Good (2 of 2)



*indicates statistical difference from statewide average at 5%

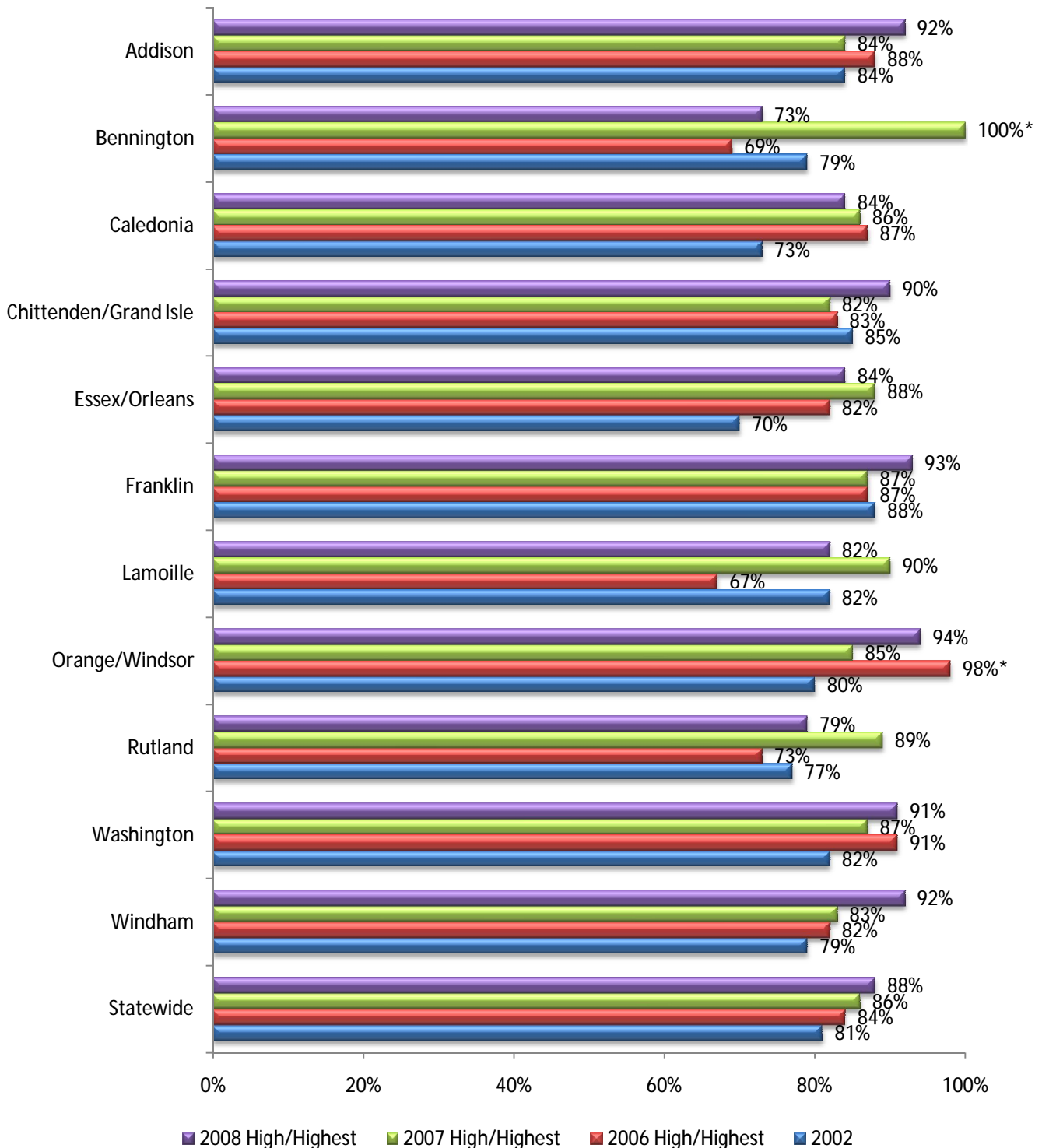
² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

Chart 1.1c: Percentage of All Respondents Rating Amount of Choice and Control for All Services as Excellent or Good



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

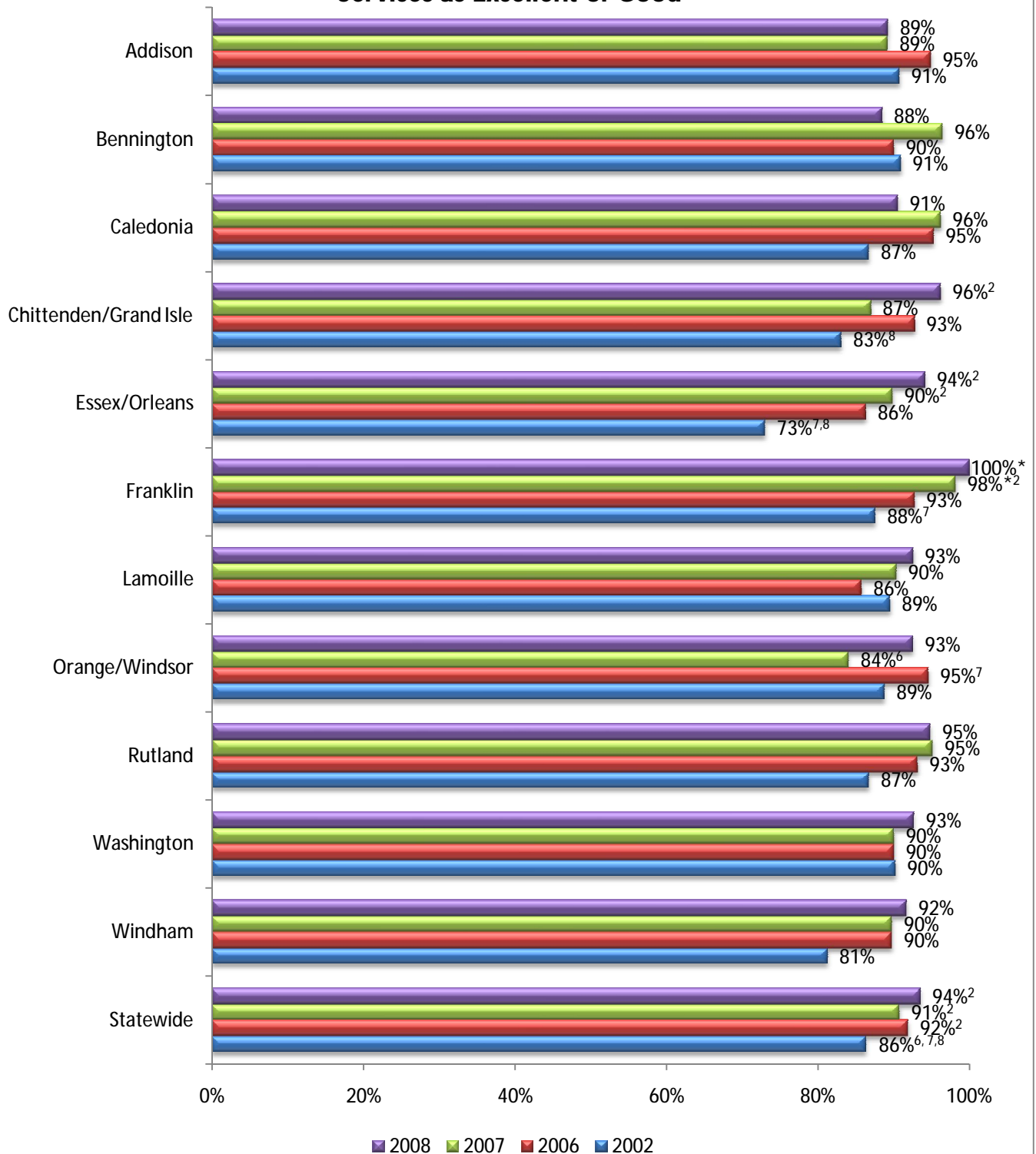
⁸ indicates statistical difference from 2008 at 5%

C. QUALITY OF HELP RECEIVED

In 2008, 94% of consumers statewide rated the overall quality of help received as above average (with a rating of “excellent” or “good”). This percentage is up slightly from 2007 (94% vs. 91%) but is only significantly different from 2002 survey results (86%).

In 2008, consumers in Franklin County were significantly more likely than consumers statewide to rate the overall quality of all help received as “excellent” or “good” (100% vs. 94%).

Chart 1.2: Percentage of Consumers Who Rated Overall Quality of All Services as Excellent or Good



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

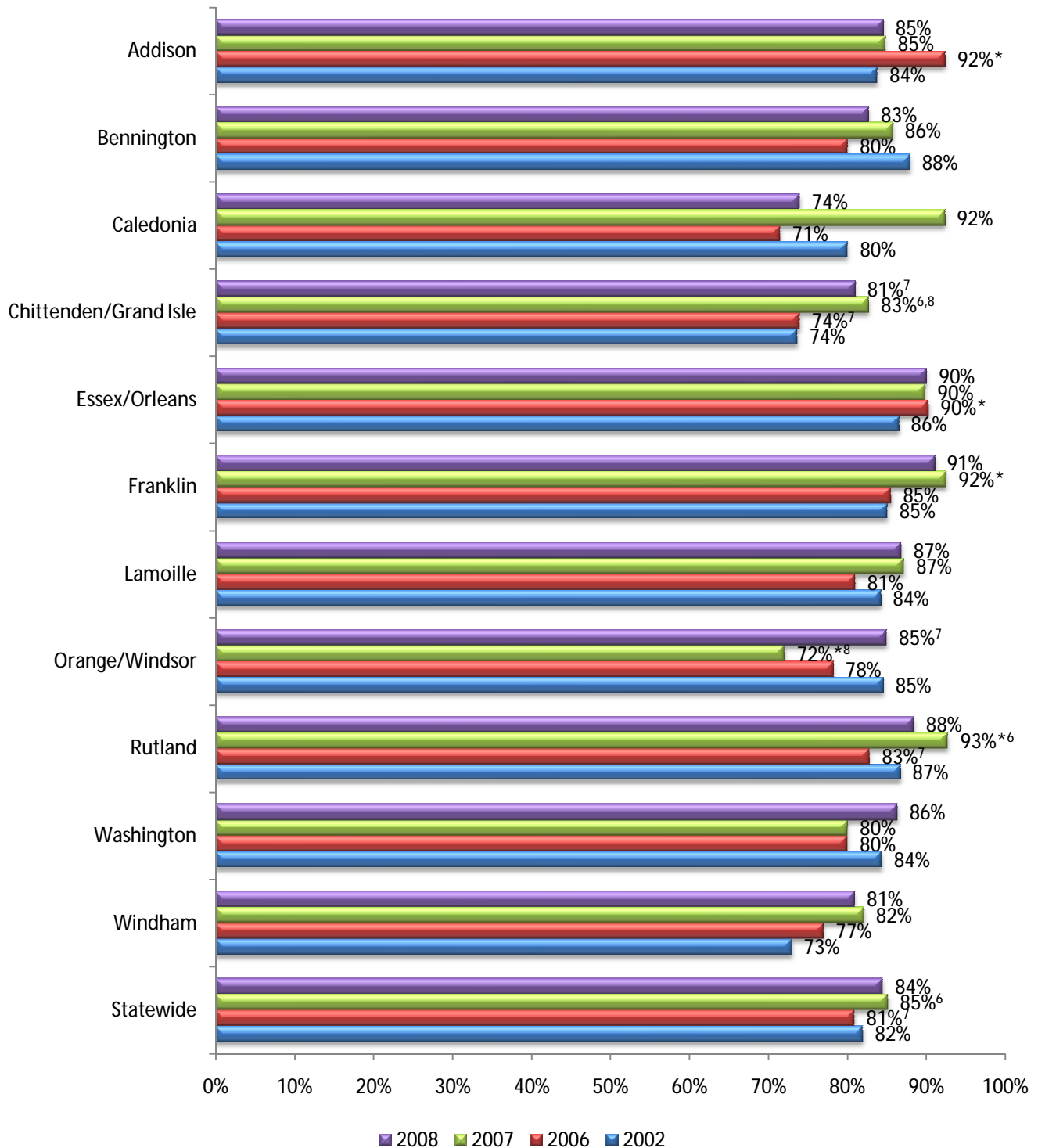
⁸ indicates statistical difference from 2008 at 5%

D. TIMELINESS OF SERVICES

Statewide, 84% of long-term care service consumers rated the timeliness of all services as “excellent” or “good” as compared to 85% in 2007.

There were no above average ratings in any region in 2008. However, consumers in Orange/Windsor County were significantly more likely to rate the timeliness of services as “excellent” or “good” in 2008 than in 2007 (85% vs. 72%). Conversely, consumers in Chittenden/Grand Isle were significantly less likely to rate the timeliness of services as “excellent” or “good” in 2008 than in 2007 (81% vs. 83%). (Chart 1.3)

Chart 1.3: Percentage of Consumers Indicating Timeliness of All Services was Excellent or Good



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

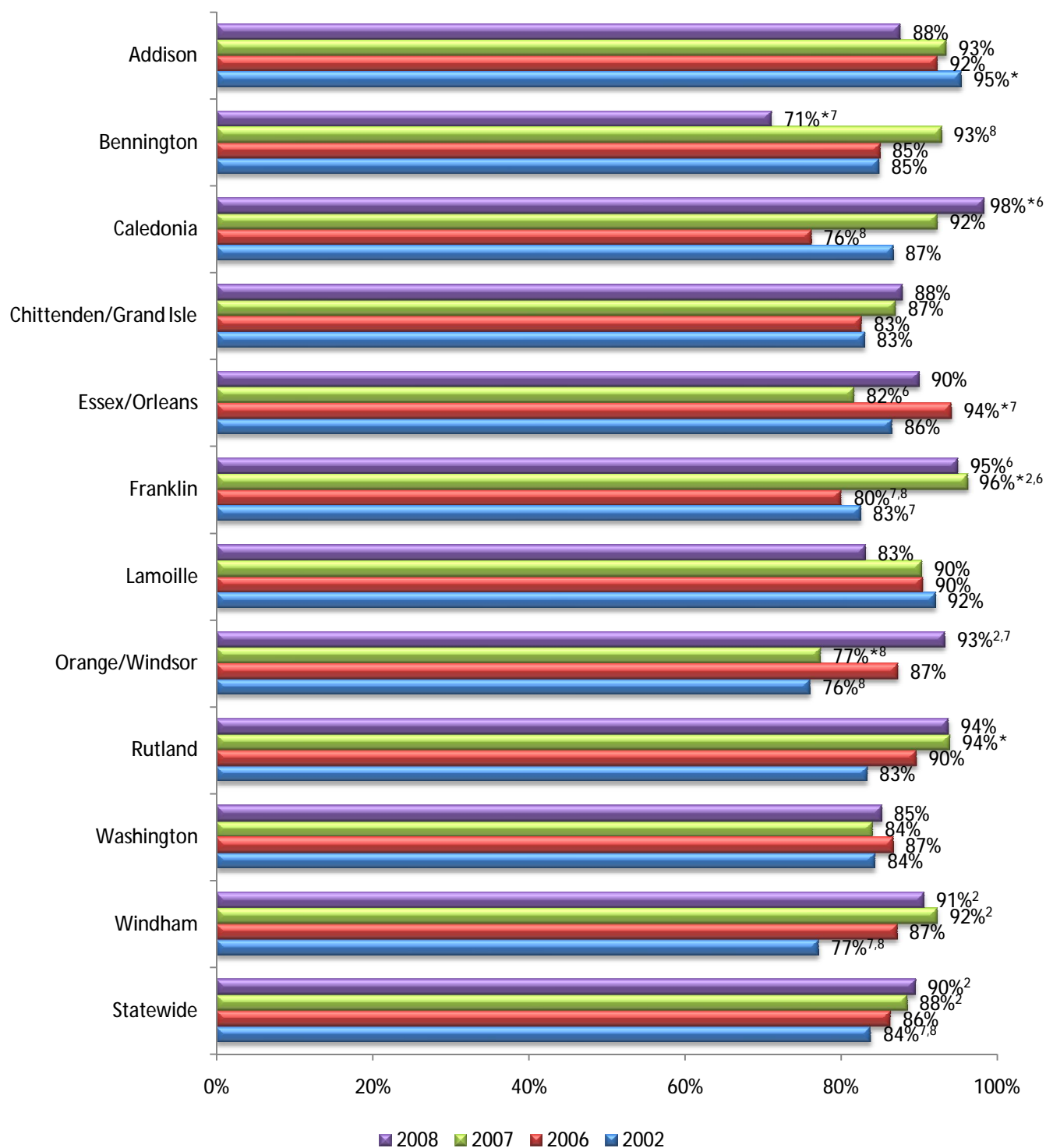
E. SCHEDULING OF SERVICES

In 2008, 90% of consumers statewide said the schedule of when they received service or care was “excellent” or “good”, a small increase over 2007 (88%). The difference is not statistically significant.

The percentage of consumers in Orange/Windsor County in 2008 who rated the scheduling of services as above average was significantly greater than in 2007 (93% vs. 77%). In addition, a significantly higher percentage of consumers in Caledonia County (98%) rated their satisfaction with scheduling of services as above average than consumers statewide (90%).

Seventy one percent of consumers in Bennington County rated scheduling of services as below average which differs significantly from the statewide average (90%) in 2008. Additionally, a significantly smaller percentage of consumers in Bennington County reported above average satisfaction ratings in 2008 than did in 2007 (93% vs. 88%). (Chart 1.4)

Chart 1.4: Percentage of Consumers Who Indicated Service Scheduling of All Services was Excellent or Good



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

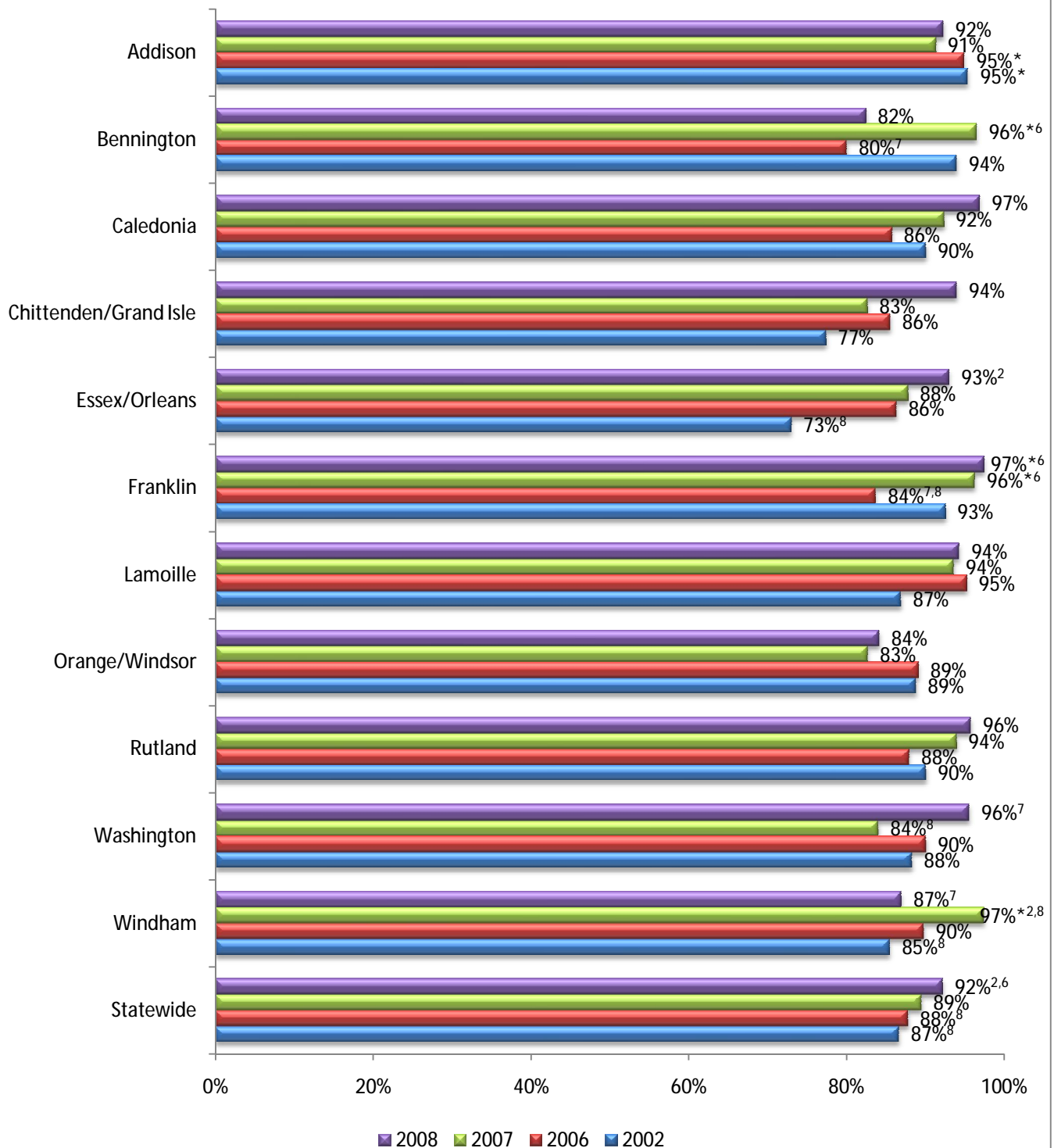
F. COMMUNICATION WITH CAREGIVERS

Statewide, 92% of consumers rated their satisfaction with communication between themselves and their caregivers as “excellent” or “good” in 2008. This level of satisfaction is comparable to above-average ratings reported in 2007 (89%) but significantly greater than percentages reported in 2006 (88%) and 2002 (87%).

A statistically significant percentage of consumers in Franklin County rated their satisfaction with communication as above average than consumers across the State in 2008 (97% vs. 92%). Additionally a significantly larger percentage of consumers in Washington County (96% vs. 84%) were more likely to rate communication with caregivers as above average in 2008 than in 2007.

Conversely, a significantly smaller percentage of consumers in Windham County (87% vs. 97%) were likely to rate communication with caregivers as above average in 2008 than in 2007. (Chart 1.5)

Chart 1.5: Percentage of Consumers Who Indicated Communications with Caregivers was Excellent or Good



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

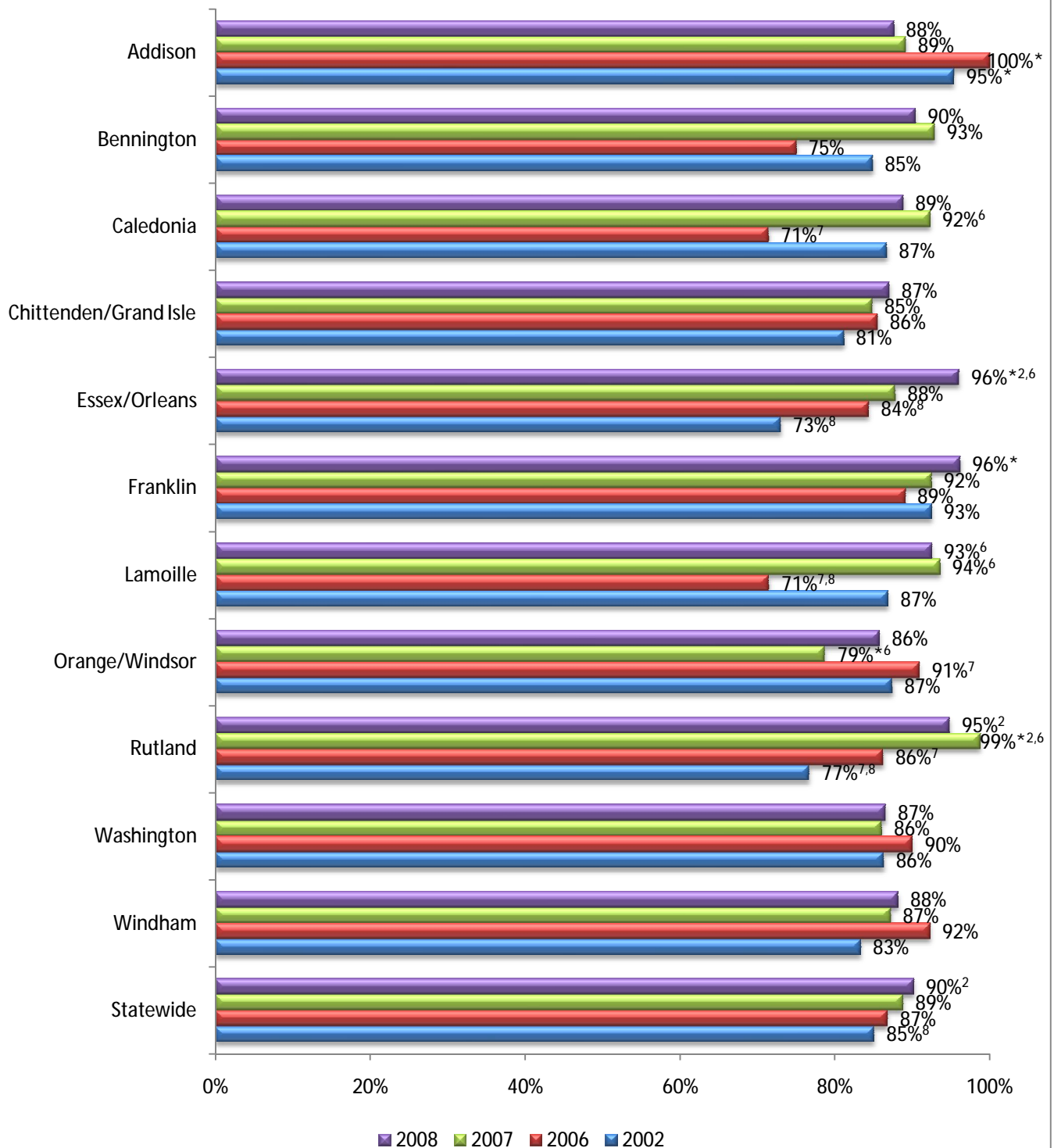
⁸ indicates statistical difference from 2008 at 5%

G. CAREGIVER RELIABILITY

Overall, 90% of consumers statewide rated caregiver reliability as either “excellent” or “good” in 2008, representing an increase (although not statistically significant) in satisfaction from 2007 (89%) and 2006 (87%). Satisfaction levels increased significantly when 2008 percentages are compared to 2002 (90 vs. 85%).

A significantly higher percentage of consumers in Essex/Orleans (96% vs. 90%) and Franklin (96% vs. 90%) counties reported higher satisfaction levels than did consumers statewide in 2008 (Chart 1.6)

Chart 1.6: Percentage of Consumers Who Rated Caregiver Reliability as Excellent or Good



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

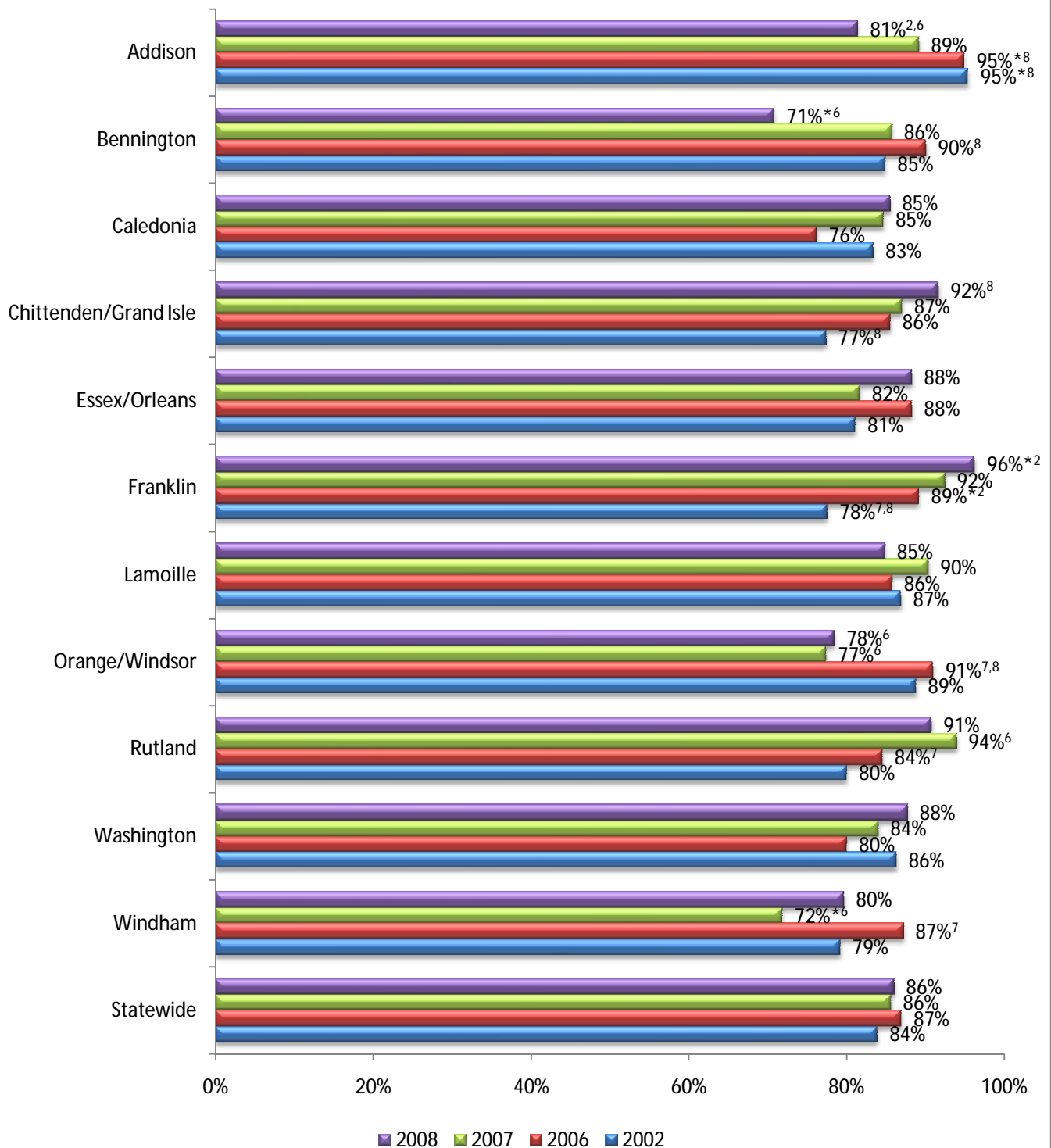
⁸ indicates statistical difference from 2008 at 5%

H. DEGREE TO WHICH SERVICES MEET CONSUMER NEEDS

Statewide, 86% of consumers in 2008 felt that the long-term care services they received from the State were an “excellent” or “good” match for their needs. This rating is consistent with 2007 (86%) but slightly lower than in 2006 percentages (87%); the difference is not statistically significant.

In 2008, a significantly higher percentage of consumers in Franklin County reported above average satisfaction with this service element than did consumers statewide (96% vs. 86%). Conversely, a significantly lower percentage of consumers in Bennington County reported above average satisfaction than consumers statewide (71% vs. 86%) in 2008 (Chart 1.7)

Chart 1.7: Percentage of Consumers Who Rated the Degree to Which All Services Met Their Needs as Excellent or Good



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

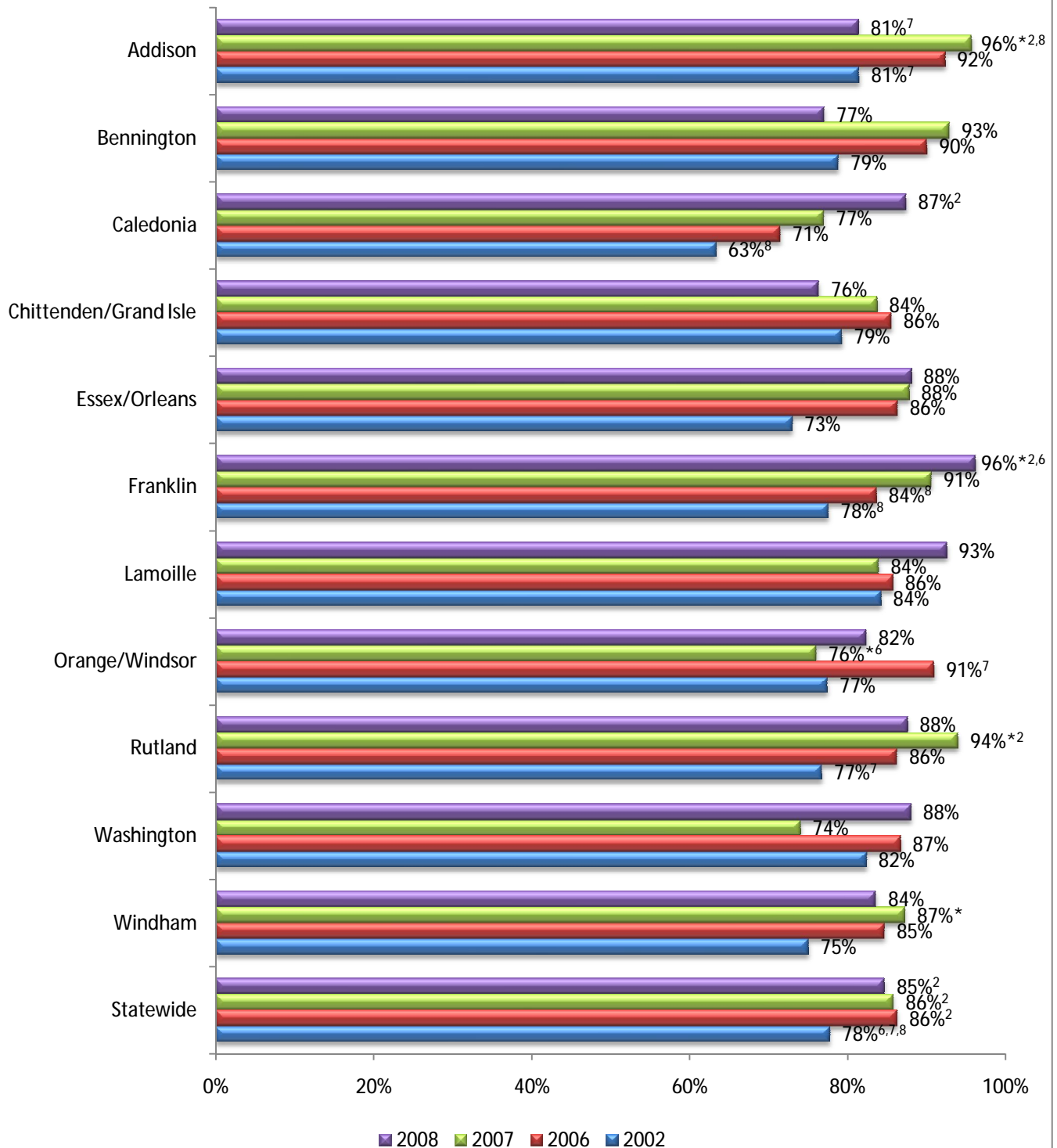
I. PROBLEM AND CONCERN RESOLUTION

When asked how effectively problems or concerns with their care were addressed, 85% of consumers statewide reported “excellent” or “good” resolution in the 2008 survey. This percentage is slightly lower than 2007 (86%) and 2006 (86%) percentages, but all are significantly greater than 2002 (78%) results.

When compared to statewide survey results a significantly higher percentage of consumers in Franklin County rated problem resolution as above average (96% vs. 85%) in 2008.

Consumers in Addison County were significantly less likely to report above average ratings in 2008 than in 2007 (81% vs. 96%). (Chart 1.8)

Chart 1.8: Percentage of Consumers Who Indicated Problem Resolution was Excellent or Good



^{*}indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

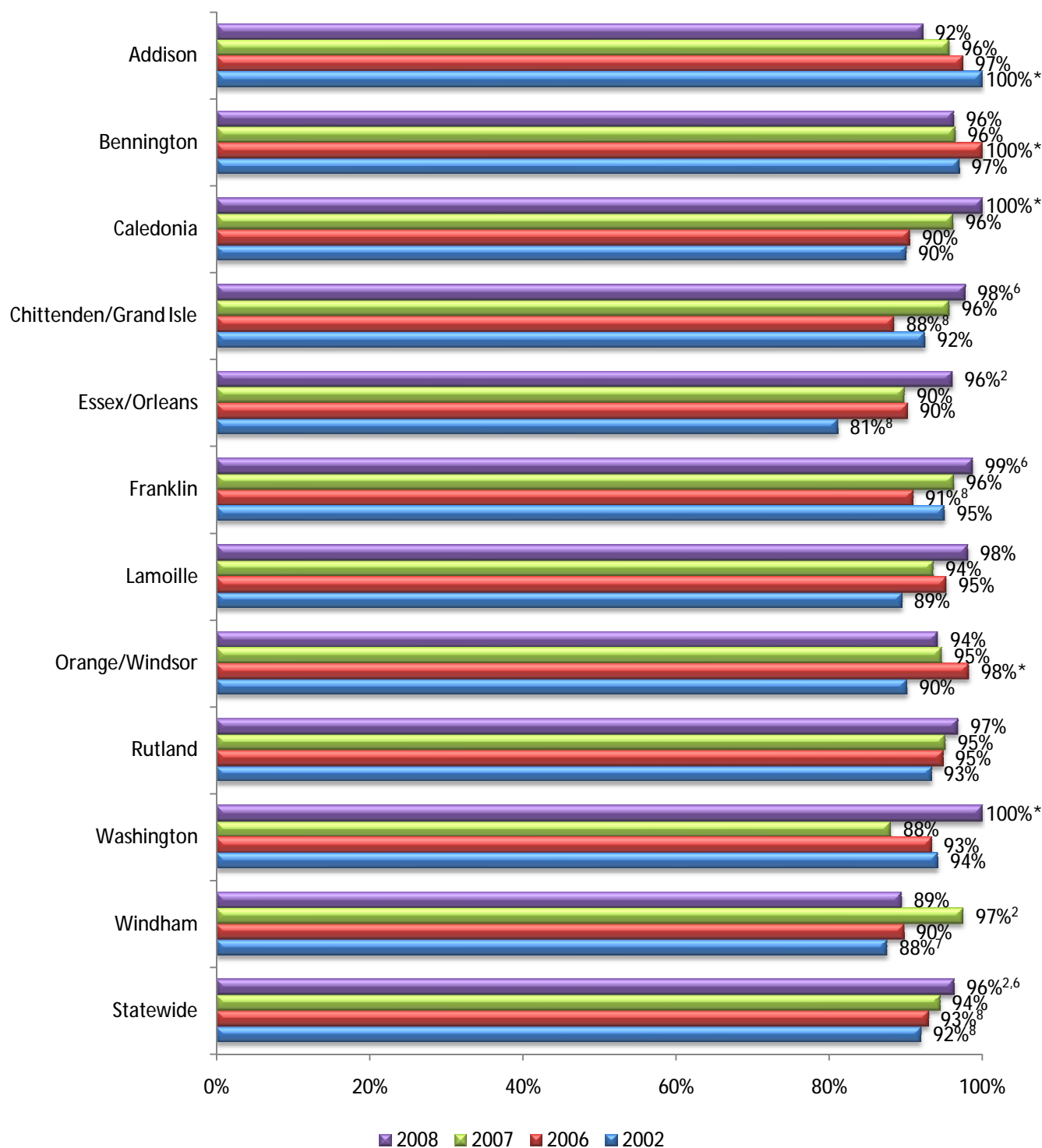
⁸ indicates statistical difference from 2008 at 5%

J CAREGIVER COURTESY

In 2008, consumers indicated an overwhelmingly high level of satisfaction with the courtesy shown by their caregivers, which continues an upward trend from previous years' data. Overall, 96% of consumers statewide indicated that caregiver courtesy was above average, a slight increase over 2007 (94%) but significantly greater than 2006 (93%) and 2002 (92%) results.

Satisfaction levels with this service element reached 100% in Caledonia and Washington counties in 2008. Both are significantly greater than the statewide average of 96% in 2008. (Chart 1.9)

Chart 1.9: Percentage of Consumers Who Indicated Caregiver Courtesy was Excellent or Good



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

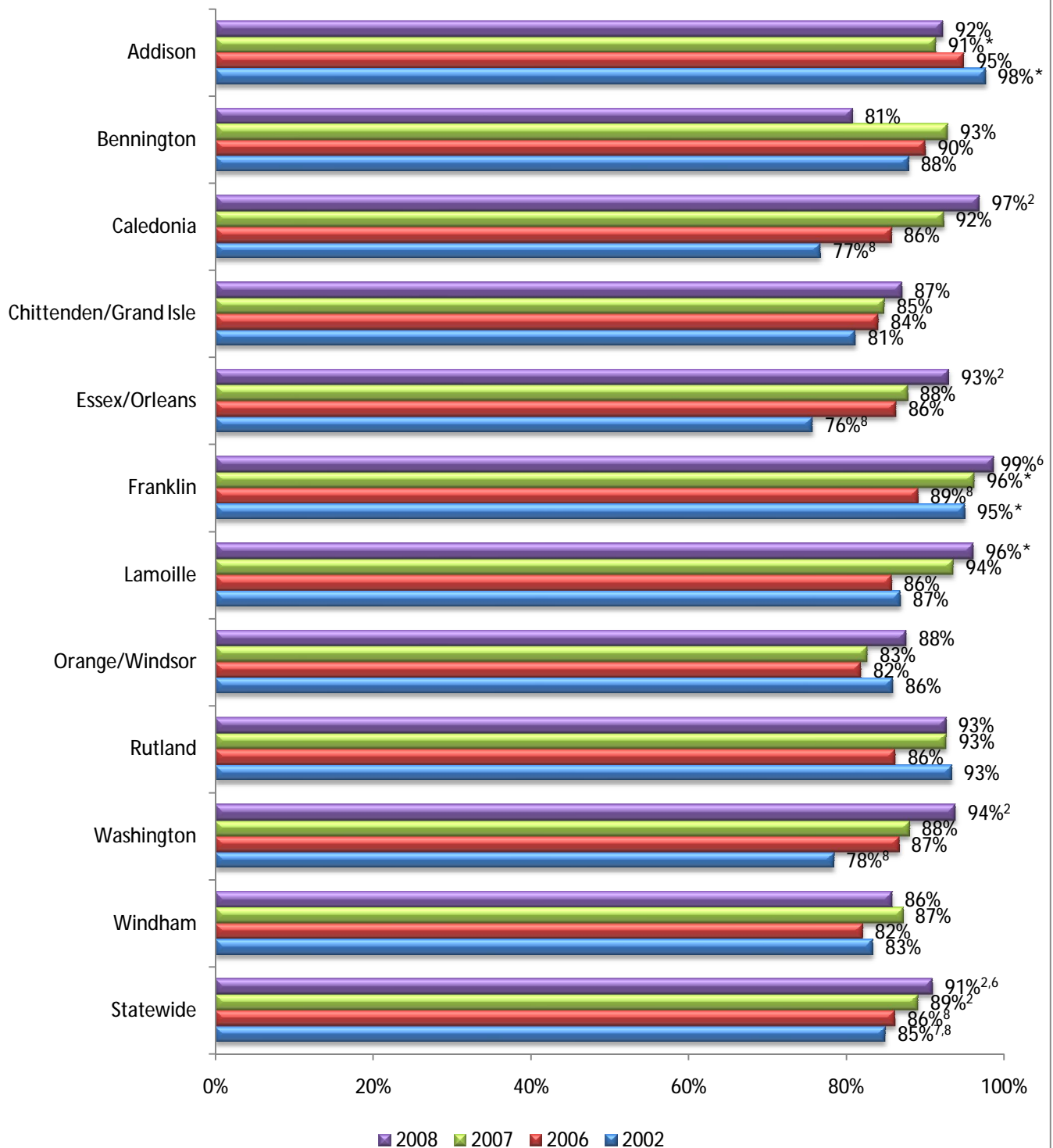
⁸ indicates statistical difference from 2008 at 5%

K. HOW WELL STAFF LISTEN

Statewide, 91% of consumers rated how well staff listened to their needs and preferences as “excellent” or “good” during the 2008 survey. This continues an upward trend and represents a significant increase from 2006 (86%) and 2002 (85%) statewide results.

A significantly higher percentage of consumers in Lamoille County reported above average ratings with staff’s listening skills than did consumers statewide (96% vs. 91%) in 2008. (Chart 1.10)

Chart 1.10: Percentage of Consumers Who Indicated Staff Listening Skills Were Excellent or Good



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

I. PERCEIVED VALUE OF SERVICES RECEIVED

When asked about the value of the services received (measured against what consumers paid for these services), 74% of consumers statewide responded that the services were indeed "a good value" in 2008 (Figure 1.11). This percentage is slightly lower than 2007 (78%), 2006 (83%) and 2002 (86%), but the difference is not statistically significant.

Consumers in Franklin County (89%) were significantly more likely to find the services they received a good value than consumers statewide (74%) in 2008.

Figure 1.11: Value of Services

**For what you had to pay for the services you receive(d) did you find
them a good value?**

	Yes				No			
County	2002	2006	2007	2008	2002	2006	2007	2008
Addison	76.7% (64.1%-89.4%)	84.6% (73.2%-96.0%)	89.1% (80.1%-98.2%)*	65.7% (51.0%-80.4%)	2.3% (0.0%-6.8%)	2.6% (0.0%-7.5%)	0.0% (0.0%-0.0%)	3.0% (0.0%-8.8%)
Bennington	84.8% (72.6%-97.1%)	60.0% (38.4%-81.6%)*	85.7% (72.7%-98.7%)	66.6% (50.0%-83.1%)	6.1% (0.0%-14.2%)	0.0% (0.0%-0.0%)	0.0% (0.0%-0.0%)	3.8% (0.0%-11.0%)
Caledonia	86.7% (74.5%-98.9%)	71.4% (52.0%-90.8%)	88.5% (76.1%-100%)	72.5% (57.5%-87.6%)	0.0% (0.0%-0.0%)	9.5% (0.0%-22.1%)	0.0% (0.0%-0.0%)	0.0% (0.0%-0.0%)
Chittenden/ Grand Isle	83.0% (72.9%-93.2%)	75.4% (65.2%-85.6%)	72.8% (63.7%-81.9%)	79.3% (70.6%-88.1%)	3.8% (0.0%-8.9%)	2.9% (0.0%-6.9%)	5.4% (0.8%-10.1%)	3.1% (0.0%-6.8%)
Essex/ Orleans	91.9% (83.1%-100%)	94.1% (87.6%-100%)*	77.6% (65.8%-89.3%)	76.2% (65.0%-87.5%)	2.7% (0.0%-7.9%)	0.0% (0.0%-0.0%)	0.0% (0.0%-0.0%)	1.0% (0.0%-3.1%)
Franklin	85.0% (73.9%-96.1%)	90.9% (83.3%-98.5%)	79.2% (68.2%-90.3%)	89.8% (81.0%-98.6%)*	0.0% (0.0%-0.0%)	1.8% (0.0%-5.4%)	1.9% (0.0%-5.6%)	0.0% (0.0%-0.0%)
Lamoille	86.8% (76.1%-97.6%)	85.7% (70.7%-100%)	90.3% (79.9%-100%)*	75.6% (60.4%-90.9%)	0.0% (0.0%-0.0%)	0.0% (0.0%-0.0%)	0.0% (0.0%-0.0%)	1.9% (0.0%-5.8%)
Orange/ Windsor	85.9% (75.0%-96.8%)	83.6% (73.8%-93.4%)	76.0% (66.4%-85.6%)	69.6% (58.9%-80.3%)	5.6% (0.0%-12.2%)	5.5% (0.0%-11.5%)	2.7% (0.0%-6.3%)	3.4% (0.0%-7.9%)
Rutland	86.7% (74.5%-98.9%)	84.5% (75.1%-93.8%)	78.0% (69.1%-87.0%)	72.1% (60.4%-83.8%)	0.0% (0.0%-0.0%)	0.0% (0.0%-0.0%)	2.4% (0.0%-5.8%)	4.1% (0.0%-9.7%)
Washington	96.1% (90.7%-100%)*	90.0% (79.2%-100%)	72.0% (59.3%-84.7%)	77.0% (63.8%-90.3%)	0.0% (0.0%-0.0%)	0.0% (0.0%-0.0%)	2.0% (0.0%-5.9%)	1.6% (0.0%-4.7%)
Windham	83.3% (72.7%-93.9%)	84.6% (73.2%-96.0%)	76.9% (63.5%-90.4%)	65.7% (52.7%-78.7%)	4.2% (0.0%-9.8%)	2.6% (0.0%-7.5%)	0.0% (0.0%-0.0%)	1.2% (0.0%-3.7%)
Statewide	86.2% (82.8%-89.6%)	83.0% (79.4%-86.5%)	78.8% (75.4%-82.2%)	74.0% (70.3%-77.7%)	2.5% (0.9%-4.2%)	2.3% (0.9%-3.7%)	1.9% (0.8%-3.1%)	2.3% (1.0%-3.6%)

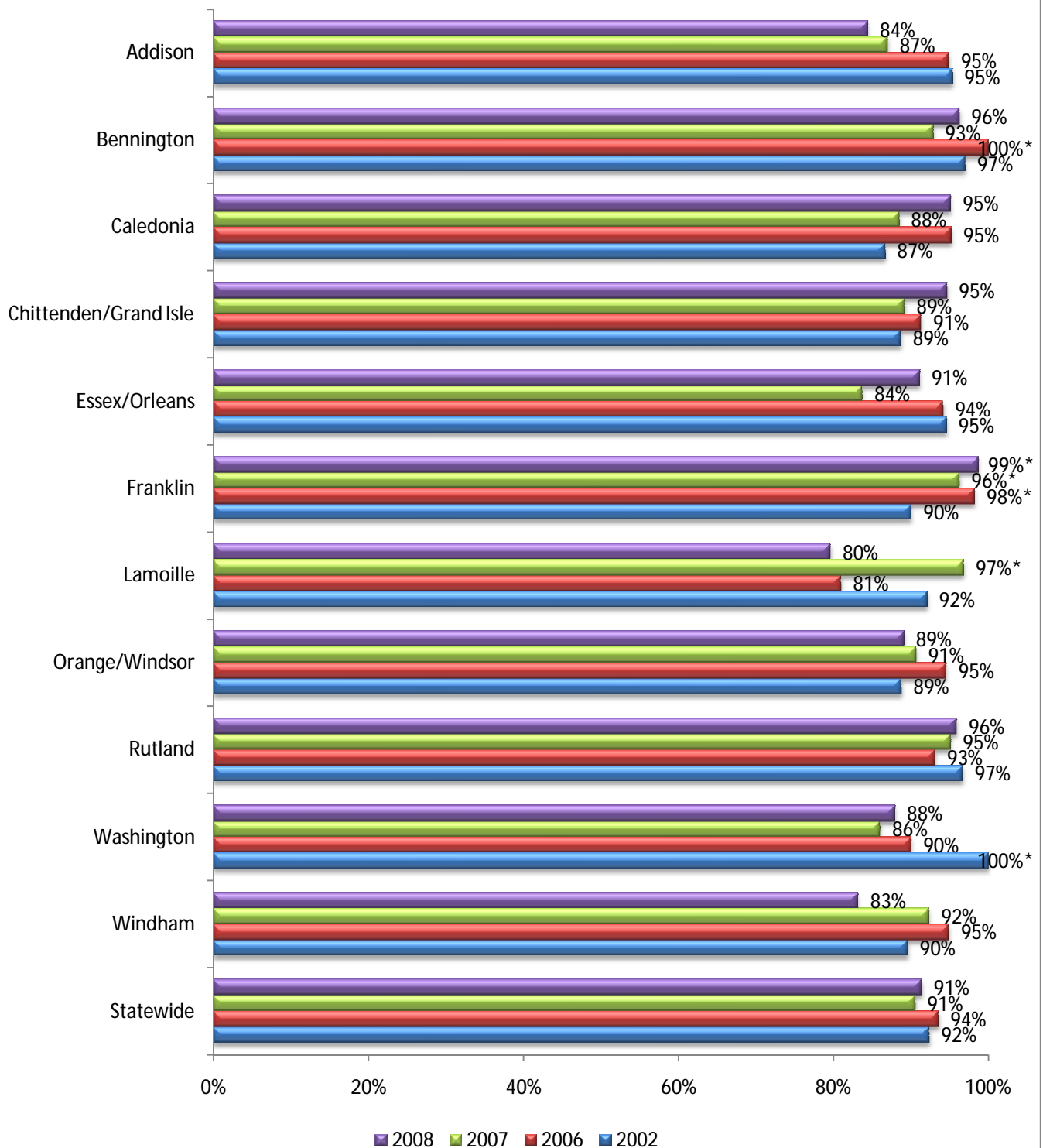
*indicates statistical difference from statewide average at 5%

M. IMPACT OF SERVICES ON CONSUMERS' LIVES

An overwhelming majority (91%) of long-term care program consumers statewide reported that the help they received from State services made their lives either "much better" or "somewhat better" in 2008. This result is consistent with 2007 (91%) but slightly lower than 2006 (94%) and 2002 (92%); the difference is not statistically significant.

A significantly higher percentage of consumers in Franklin County reported the help received made their life "much better" or "somewhat better" than consumers statewide (99% vs. 91%) in 2008. (Chart 1.12)

Chart 1.12: Would you say the help you received has made your life...Percent Responding Much Better or Somewhat Better



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

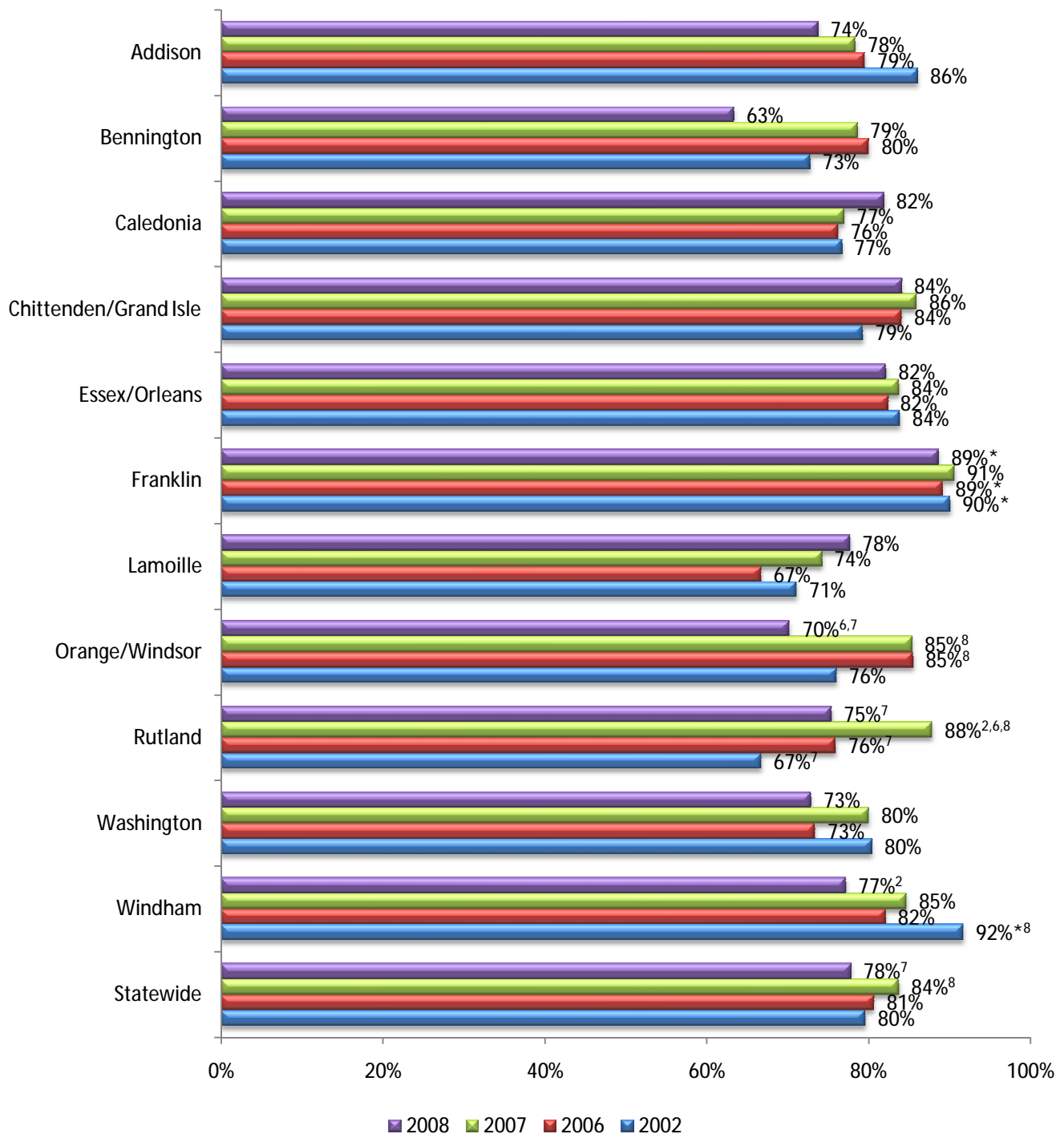
N. SERVICES IMPACT ON CONSUMERS' ABILITY TO REMAIN IN THEIR HOMES

In 2008, a significantly smaller percentage of consumers statewide felt it would be "difficult" or "very difficult" to remain in their homes if they did not receive long-term care services than in 2007 (78% vs. 84%).

Additionally, a significantly smaller percentage of consumers in Orange/Windsor (70% vs. 85%) and Rutland (75% vs. 88%) counties reported it would be "difficult" or "very difficult" to stay in their homes without long-term care services in 2008 than 2007.

Consumers in Franklin County were significantly more likely to report it would be "difficult" or "very difficult" to stay in their home without long-term care services than were consumers statewide (89% vs. 78%) in 2008. (Chart 1.13)

Chart 1.13: How Easy Would It Be for You to Stay in Your Home If You Did Not Receive Services: Percent Responding Difficult or Very Difficult



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

CHAPTER II. QUALITY OF LIFE AMONG VERMONTERS USING LONG TERM CARE SERVICES

As in prior years, 2008 survey results show that, overall, elderly and disabled Vermonters who received the State's long-term care services seemed to hold very different perceptions about their quality of life in comparison to the general Vermont public.

A total of 12 questions designed to assess quality of life were administered to long-term care survey participants. Eleven of these 12 questions were also administered to a random sample of Vermonters in a Macro Poll conducted in 2008. Macro Poll results are generalizable to the Vermont population as a whole, provide an accurate assessment of trends and perceptions statewide, and may be compared descriptively to results from the CSS. Statewide results for nine of the quality-of-life questions presented in the Macro Poll and those from long-term care consumers in 2008, 2007, 2006 and 2002 are provided in Chart 2.1. The 2008 Macro Poll asked the same series of questions as the 2007 Macro Poll, as well as two new questions (these results are provided in Chart 2.3 and Chart 2.4). These questions replaced two questions asked in 2002 and 2006: "I am concerned I will not have enough money for the essentials" and "I am concerned that one day I may have to go to a nursing home". These two questions were removed because no significant differences were found in responses provided.

When looking at the 2008 data, results showed that most elderly and disabled Vermonters who received the State's long-term care services perceived their quality of life as good on several measures:

- Most consumers (92%) reported feeling safe in their homes.
- The majority of consumers (90%) had someone they could rely on for support in an emergency.
- The majority of consumers (78%) felt safe outside their homes.
- The majority of consumers (77%) mobile inside their homes.

Another way to understand the data is by comparing the responses of consumers of long-term care services to the responses of the general Vermont population (referred to as "Vermonters"). Survey data suggests that long-term care consumers may experience a lower quality of life than other Vermonters. Comparison of long-term care consumers with Vermonters statewide (as measured by the Macro Poll) shows that Vermonters were consistently more positive about the quality of their lives than were long-term care consumers. Vermonters also indicated substantially higher levels of satisfaction on a number of measures. In fact, the responses of long-term care recipients were statistically different from statewide results for six of the nine questions displayed in Chart 2.1. The areas of greatest difference between Vermonters and LTC consumers include mobility outside the home, satisfaction with social life, and satisfaction with free time:

- LTC consumers reported feeling less mobility outside of the home than other Vermonters. Whereas 95% of Vermonters felt they can "get where I need and want to go", only 59% of LTC consumers felt the same way (a difference of 36%).
- Long-term care consumers were less likely (77%) than other Vermonters (98%) to feel mobile inside their homes (a difference of 21%).
- While 74% of Vermonters felt satisfied with their social life, just 56% of LTC consumers were satisfied (a difference of 18%).

On three measures, satisfaction of long-term care consumers was not significantly different from the general Vermont public:

- The percentage of consumers who felt safe in their home (92% of LTC consumers and 95% of all Vermonters).
- The percentage of consumers who felt they had someone they could rely on in an emergency (90% of LTC consumers and 95% of all Vermonters)
- The percentage of consumers who felt safe outside of their homes (78% of LTC consumers and 84% of all Vermonters)

A. PERCEIVED VALUE AND DEGREE OF RESPECT

The percentage of LTC consumers who reported that they feel valued and respected in 2008 (70%) represents a statistically significant difference from the 2008 Macro Poll results of 81%.

B. SATISFACTION WITH SOCIAL LIFE

A little more than half of long-term care consumers (56%) indicated satisfaction with their social life and connections to the community, which is consistent with 2007 (53%), 2006 (54%) and 2002 (50%) LTC results. The 2008 LTC results (56%) represent a statistically significant difference from the 2008 Macro Poll results of 74%.

C. SUPPORT IN AN EMERGENCY

Ninety percent of 2008 LTC consumers statewide indicated they had someone to count on in an emergency—this is a slight decrease from 2007 (91%) and 2006 (93%) results. The 2008 LTC results (90%) do not differ significantly from 2008 Macro Poll results of 95%.

D. CONTACT WITH FAMILY AND FRIENDS

Satisfaction levels with the amount of contact long-term care consumers had with family and friends in 2008 (69%) was consistent with 2007 (66%), 2006 (66%) results and slightly higher than 2002 (63%). The 2008 LTC results (69%) represent a statistically significant difference from the 2008 Macro Poll results of 79%.

E. SATISFACTION WITH FREE TIME

In 2008, 64% of long-term care consumers reported satisfaction with the way they spent their free time, the highest percentage of all four years. The 2008 LTC results (64%) represent a statistically significant difference from the 2008 Macro Poll results of 81%.

F. MOBILITY INSIDE THE HOME

Long-term care consumers felt more positively about their ability to get around inside their homes than outside of their homes again in 2008. In 2008, 77% of consumers statewide indicated that they could get around inside their home as much as they need to. This is consistent with 2007 results (77%) and a slight increase from 2006 (70%) and 2002 (70%) results. The 2008 LTC results (77%) represent a statistically significant difference from the 2008 Macro Poll results of 98%.

G. MOBILITY OUTSIDE THE HOME

Statewide, 59% of long-term care consumers surveyed in 2008 reported they could get where they needed or wanted to go, compared to 62% who reported similar feelings in 2007, 58% in 2006 and 52% in 2002. The 2008 LTC results (59%) represent a statistically significant difference from the 2008 Macro Poll results of 95%.

H. SAFETY IN THE COMMUNITY (OUTSIDE THE HOME)

In 2008, 78% of long-term care consumers statewide felt safe in their communities which is consistent with 2007 (71%), 2006 (71%) and 2002 (68%) results. The 2008 LTC figures (78%) do not differ significantly from 2008 Macro Poll results (84%).

I. SAFETY AT HOME

In 2008, an overwhelming majority (92%) of long-term care consumers felt safe in their homes. The 2008 LTC results (92%) are not statistically different from the Macro Poll results of 2008 (95%).

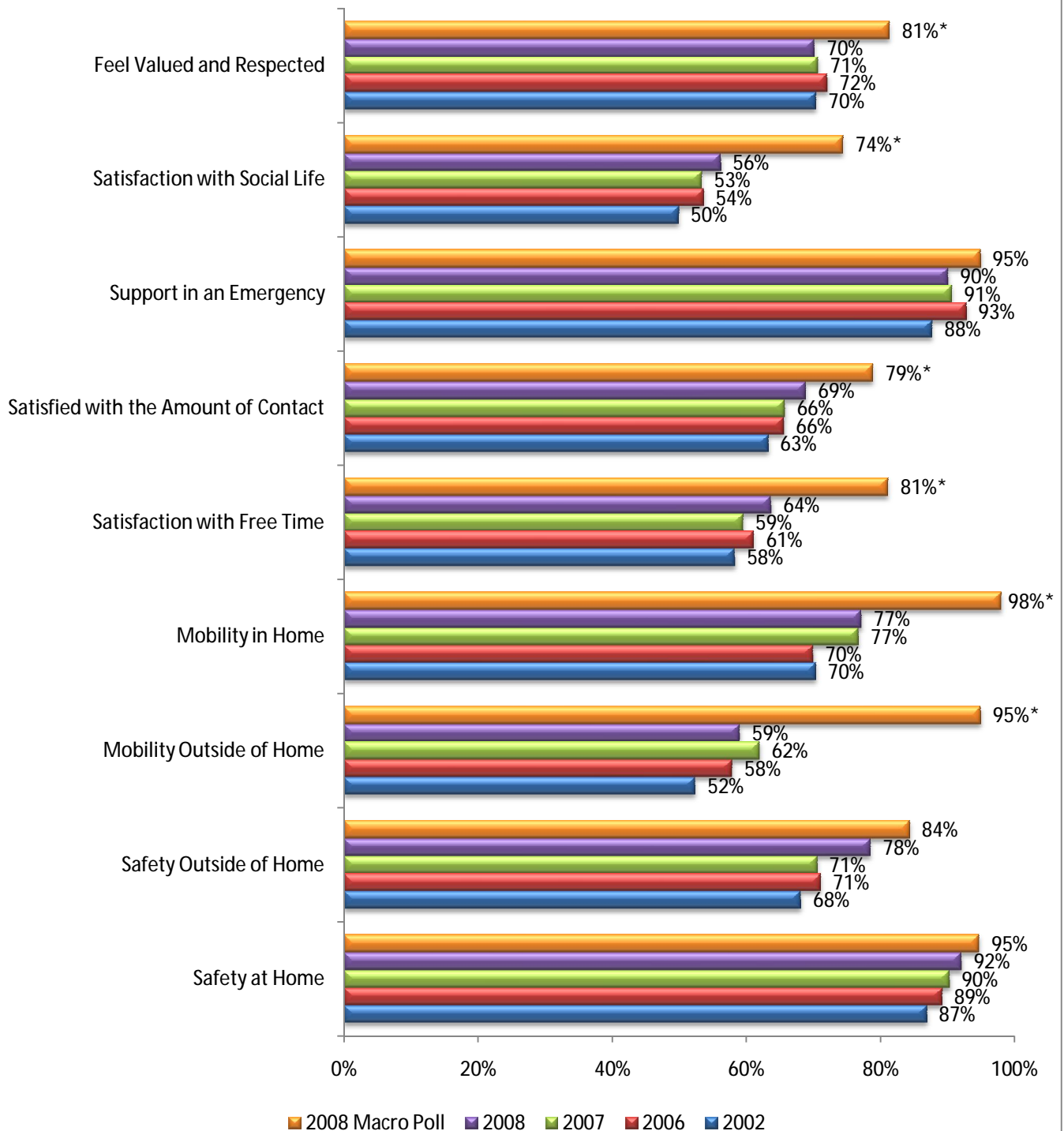
J. OVERALL QUALITY OF LIFE

In 2008, 69% of consumers statewide indicated that their quality of life was “excellent” or “good,” a slight – although not significant – increase over the percentage who reported above average quality of life in 2007 (68%) and 2006 (61%). However, the 2008 (69%) and 2007 results (68%) do represent a significant increase from 2006 (61%) and 2002 results (57%). (Chart 2.2)

A county/regional analysis shows that the percentage of consumers reporting an above-average quality of life in 2008 increased from 2007 results in 6 of 11 regions. Slightly fewer consumers in Caledonia (61% vs. 73%), Franklin (69% vs. 74%) and Windham (71% vs. 77%) counties reported lower levels of satisfaction with quality of life in 2008 than did in 2007. However, these differences are not statistically significant.

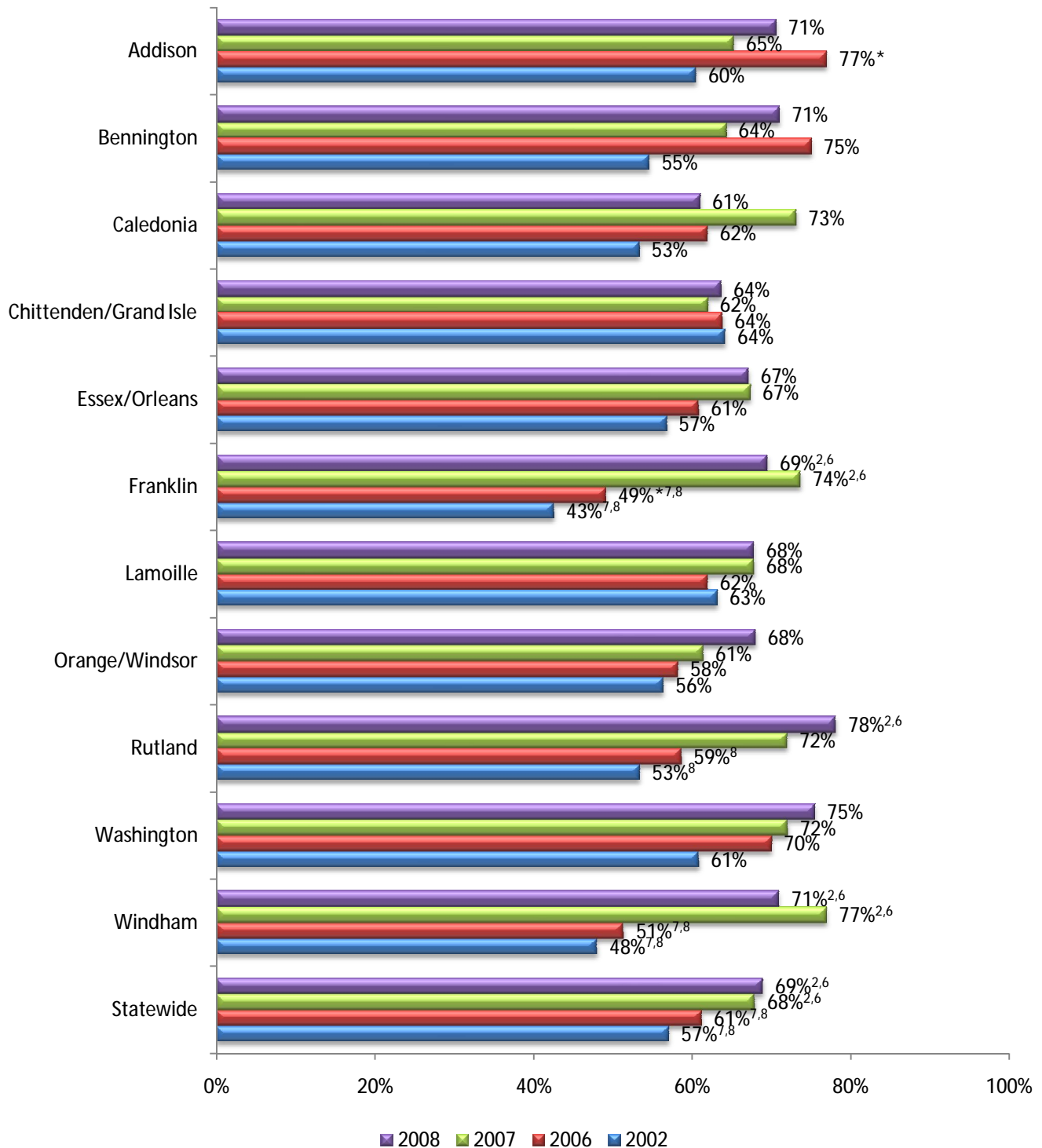
The increased satisfaction in 2008 was fairly consistent across the state with no region reporting a statistically significant difference from the statewide average (69%)

Chart 2.1: Quality of Life Measures: A Comparison of Macro Poll and Long Term Care Consumer Satisfaction Survey: Percentage of Respondents Indicating Yes



*indicates statistical difference between 2008 CSS and Macro Poll data at 5%

Chart 2.2: Percent of Repondents Who Rated Overall Quality of Life as Excellent or Good



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

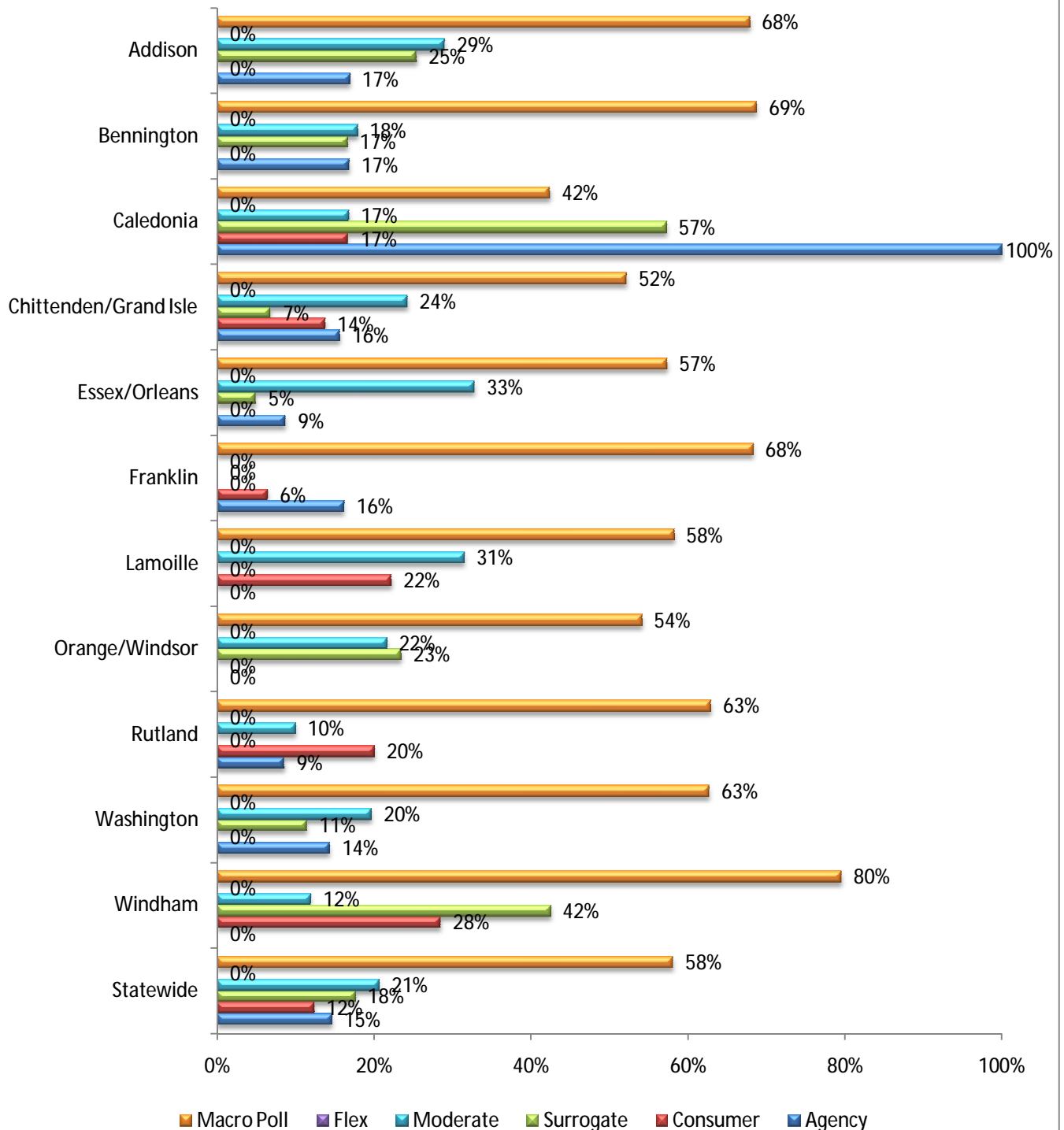
K. HOSPITALIZATION QUESTIONS

L. Comparison of Health to People Your Own Age

Added to the CSS survey in 2007 was a question asking the consumer to compare his or her health to others who are the same age and provide a rating using the following five point scale: “excellent”, “very good”, “good”, “fair” or “poor”. Chart 2.3 shows the percentage of respondents by region who rated their health as “excellent” or “very good” compared to people their own age.

Chart 2.3 breaks out each of the five sub groups of the Choices for Care Personal Care Services (moderate, flexible choices, surrogate directed, consumer directed and agency directed) and compares them to a representative sample of adult Vermonters statewide, represented by the Macro Poll. Statewide, Vermonters were much more likely to rate their health as “excellent” or “very good” than CFC Personal Care consumers. Two instances where CFC Personal Care Service consumers were more likely to rate their health as “excellent” or “very good” than other Vermonters were recorded in Caledonia (Macro Poll 42% vs. Surrogate Directed 57% and Macro Poll 42% vs. Agency 100%).

Chart 2.3: Compared to other people your age, would you say your health is: Percent responding 'Excellent' or 'Very good'



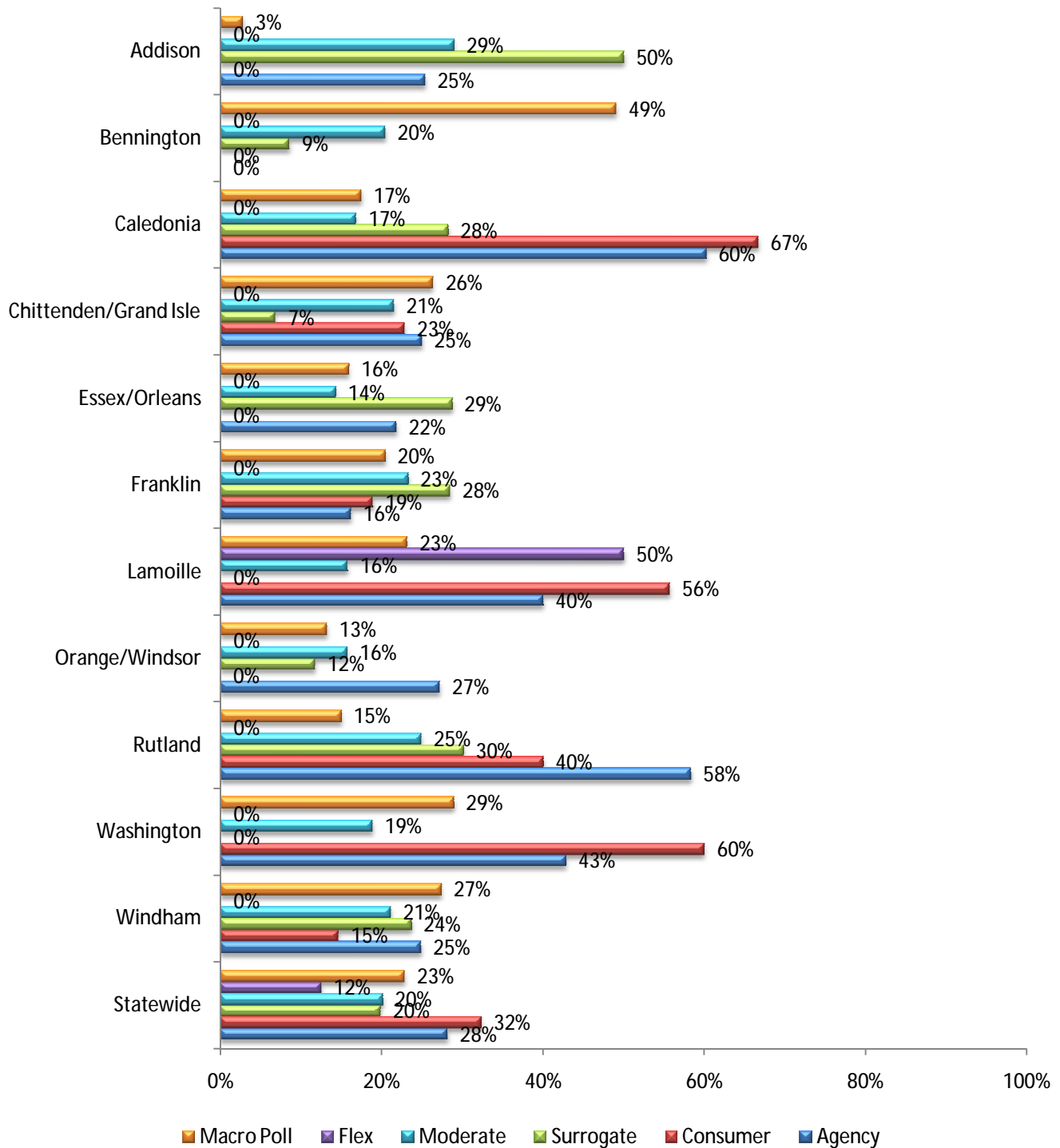
*significance testing was not performed as sample sizes were not large enough to support this analysis

II. Comparison of Health to One Year Ago

Added to the CSS survey in 2007 was the following question: Compared to one year ago how would you rate your health in general now? Respondents were given the following five point scale to rate their health: “much better now than one year ago”, “somewhat better now than one year ago”, “about the same”, “somewhat worse now than one year ago”, or “much worse now than one year ago”. Chart 2.4 shows the percentages of respondents from each region rating their health as either “much better now than one year ago” or “somewhat better now than one year ago”.

Chart 2.4 breaks out each of the five sub groups of the Choices for Care Personal Care Services (moderate, flexible choices, surrogate directed, consumer directed and agency directed) and compares them to a representative sample of adult Vermonters statewide, represented by the Macro Poll. Statewide, consumers in the Consumer Directed (32%) and Home Health Agency (28%) were more likely to indicate their health is “much better” or “somewhat better” now than one year ago than any other group including the general adult Vermont population sampled in the Macro Poll (23%) in 2008.

Chart 2.4: Compared to one year ago, how would you rate your health in general now: Percent responding 'Much better' or 'Somewhat better'

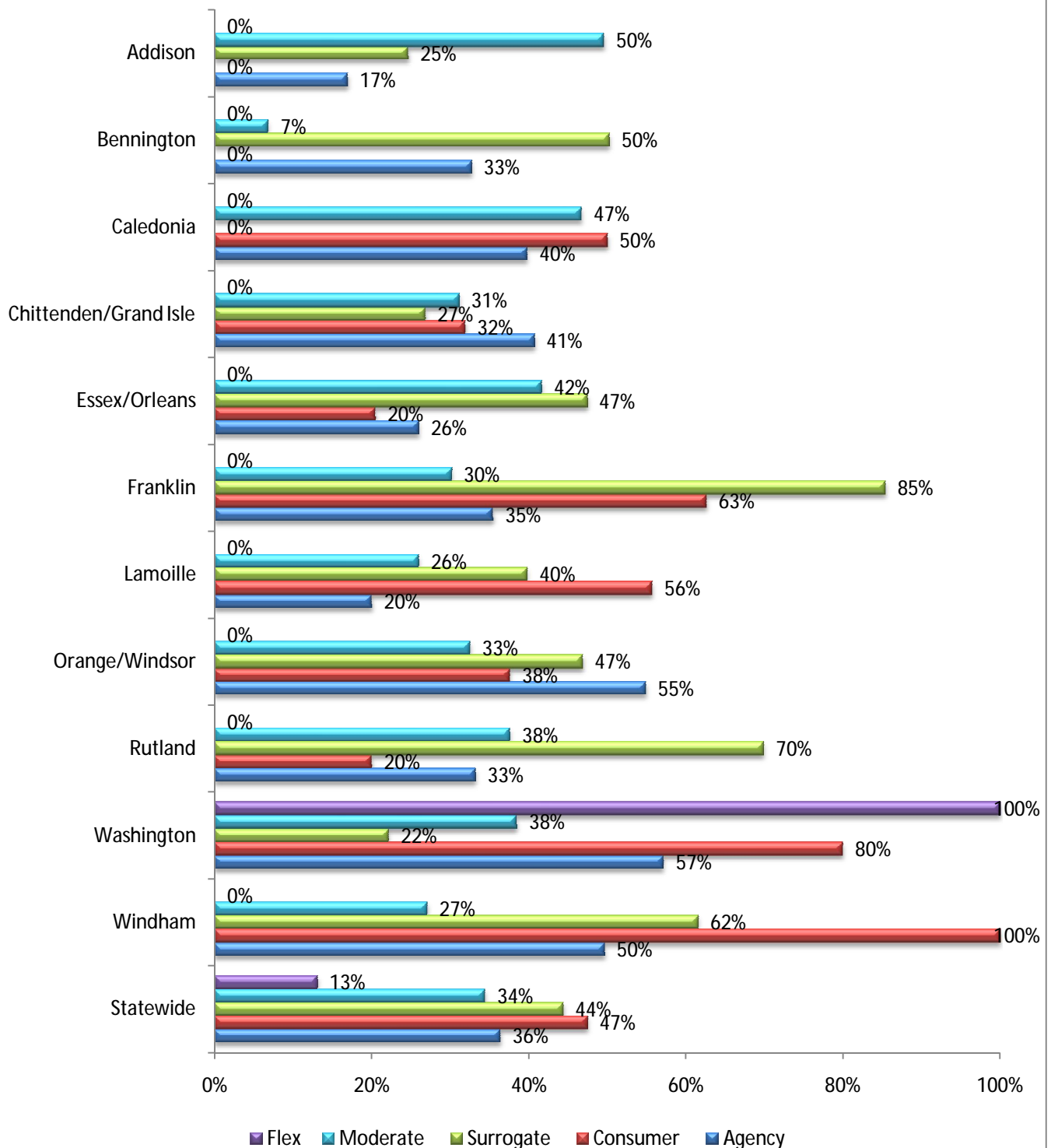


*significance testing was not performed as sample sizes were not large enough to support this analysis

III. Hospitalization in the Last 12 Months

In 2007, consumers were asked four new questions pertaining to their hospital experiences in the past year. The first question asks respondents if they have been hospitalized in the past 12 months. Consumers responding “yes” are shown by region in Chart 2.5.

Chart 2.5: In the past 12 months, have you been hospitalized Percent responding "Yes"

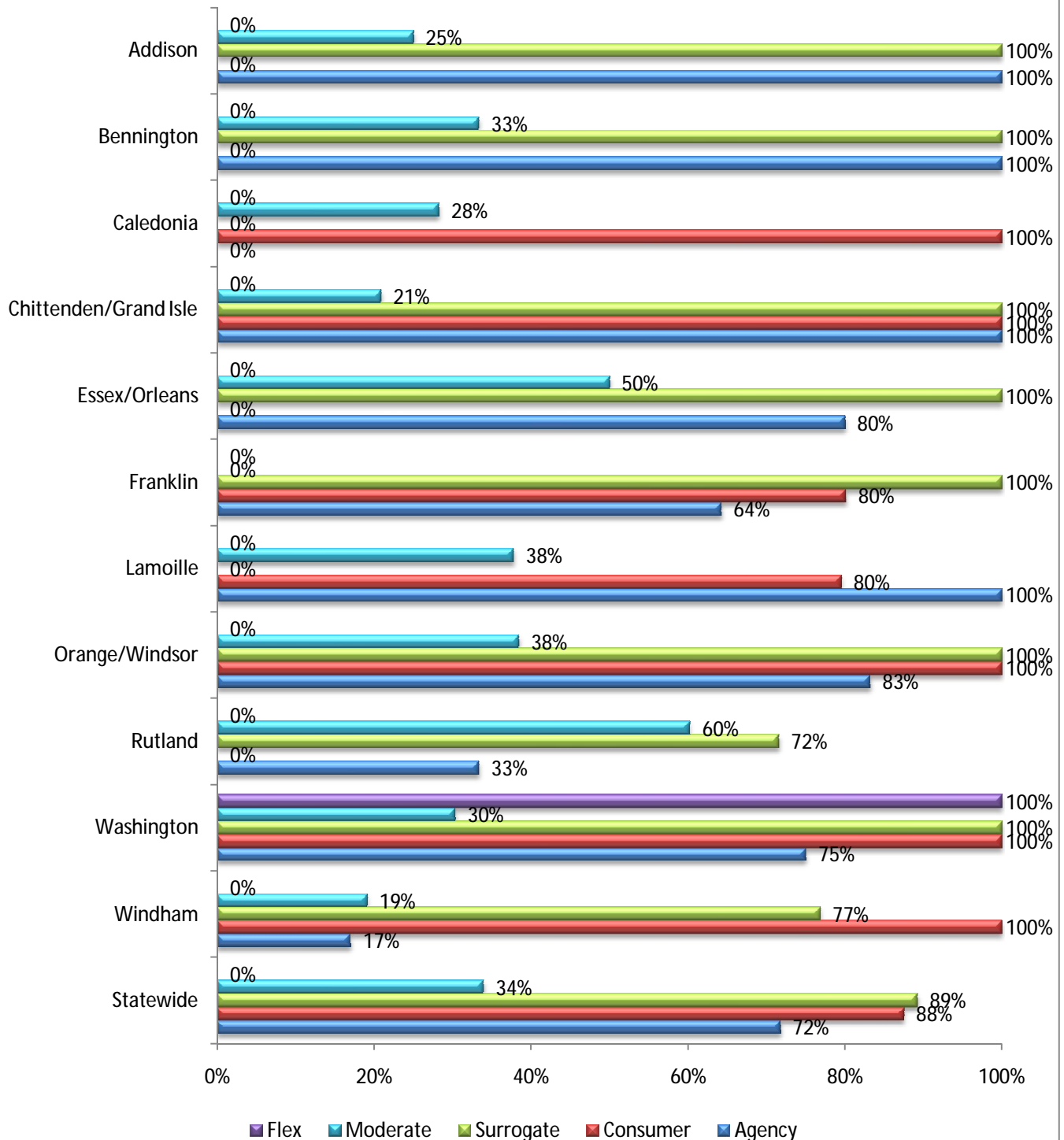


*significance testing was not performed as sample sizes were not large enough to support this analysis

IV. Help with Daily Activities

As part of a series of new questions about hospitalization, consumers were asked to think back to their most recent hospitalization and indicate using “yes” or “no” whether they needed help with daily activities. Chart 2.6 shows by region the percentages of consumers responding “yes” in 2008.

Chart 2.6: For respondents who were hospitalized, when you left the hospital, did you need help with daily activities Percent responding 'Yes'

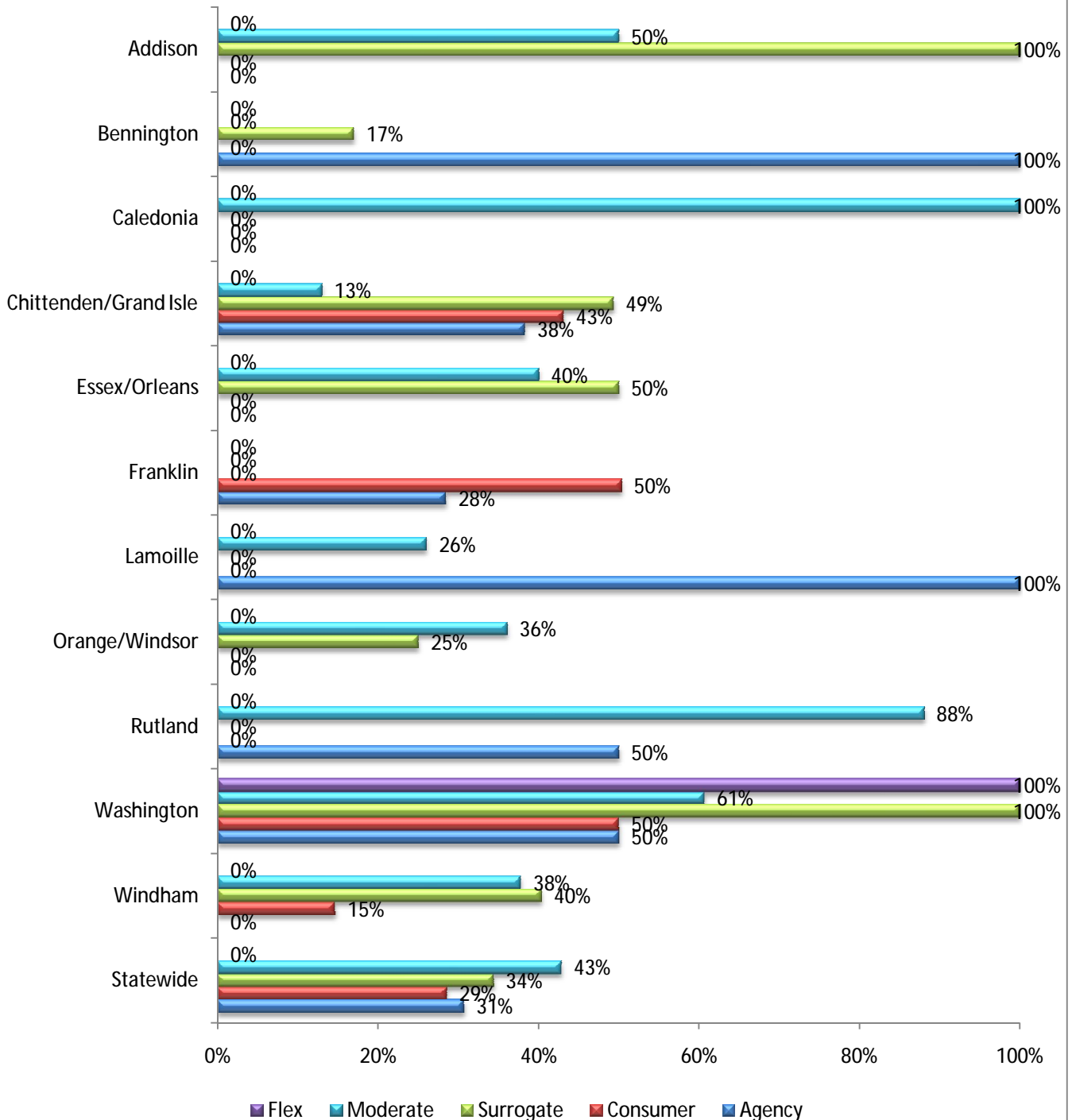


*significance testing was not performed as sample sizes were not large enough to support this analysis

V. How Were You Informed About Getting the Help You Needed

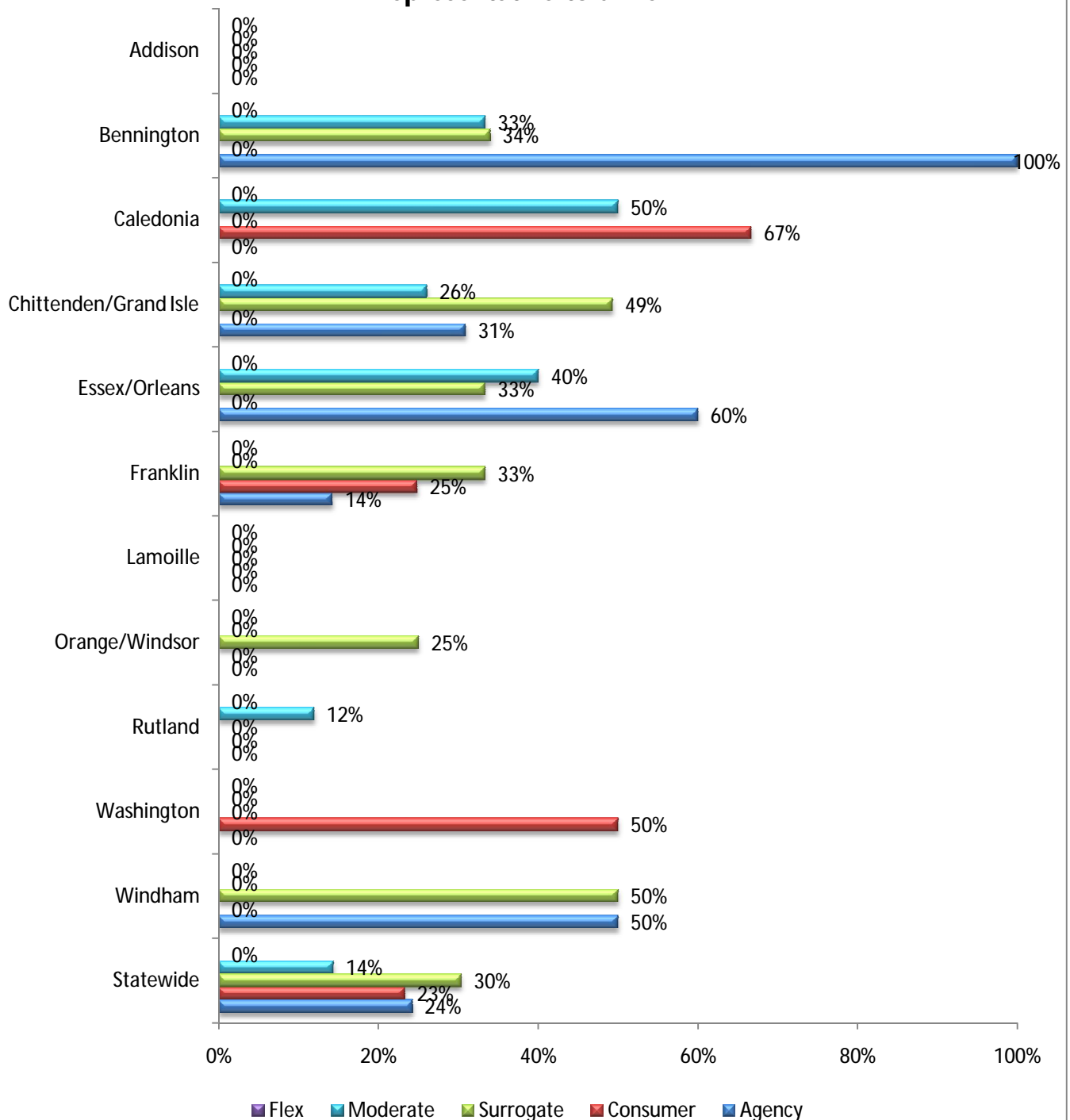
Consumers who were hospitalized and needed help with daily activities were then asked, as part of a new series of questions, “Before you left the hospital did someone talk to you about ways of getting the help you needed?” Consumers were given the following four options to respond: “yes, the hospital staff told me”; “yes, a choices for care representative told me”; “no, I was too ill at the time but my family member/friend was informed”; and “no one spoke to me or my family member/friend”. Charts 2.7a-d shows consumer responses by region.

Chart 2.7a: For respondents who were hospitalized and needed help with daily activities, did someone talk to you about ways of getting the help you needed - percent responding "Yes, the hospital staff told me"



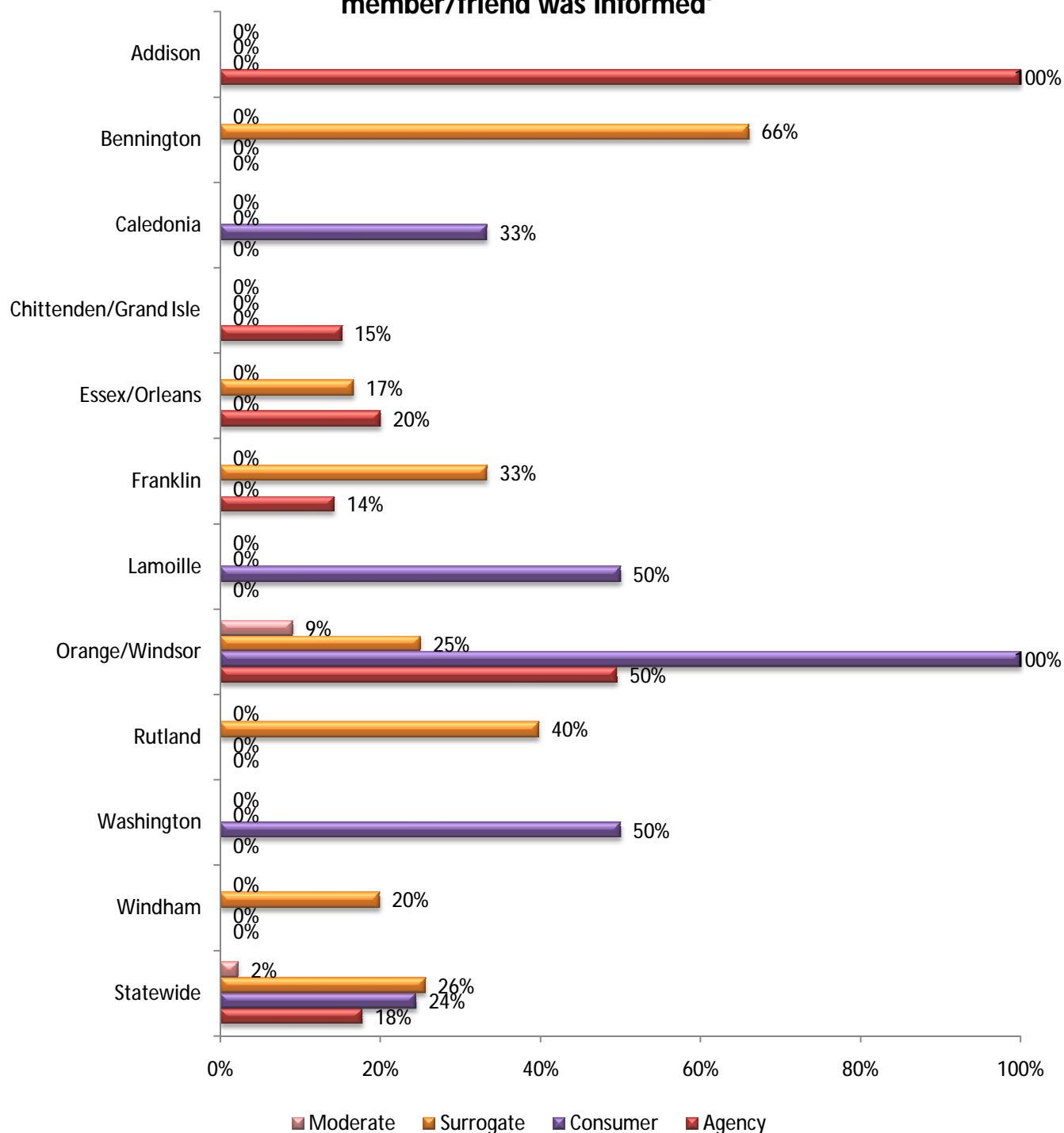
*significance testing was not performed as sample sizes were not large enough to support this analysis

Chart 2.7b: For respondents who were hospitalized and needed help with daily activities, did someone talk to you about ways of getting the help you needed - percent responding "Yes, a choices for care representative told me"



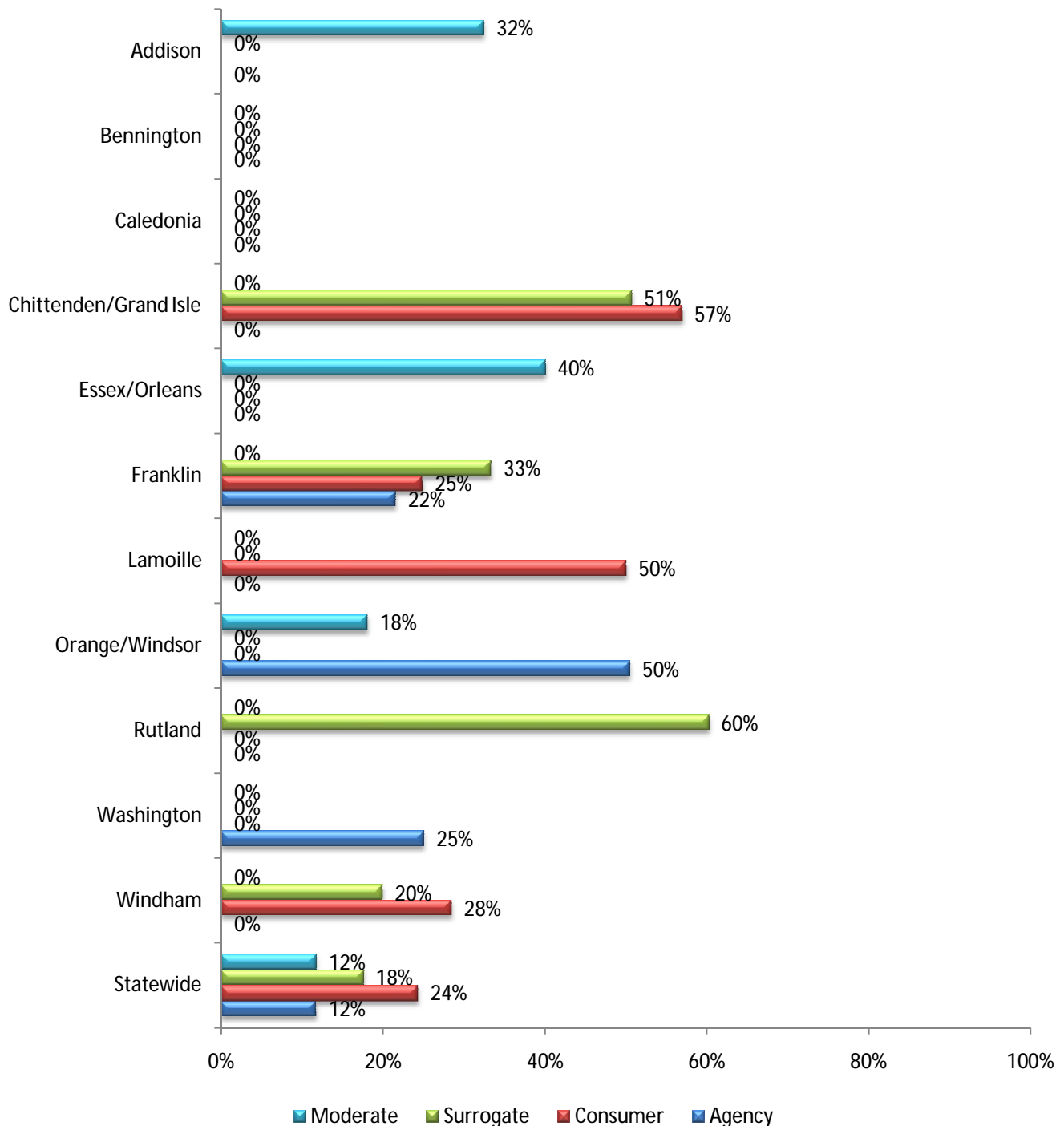
*significance testing was not performed as sample sizes were not large enough to support this analysis

**Chart 2.7c: Before you left the hospital, did someone talk to you about ways of getting the help you needed with daily activities:
Percent responding 'No, I was too ill at the time but my family member/friend was informed'**



*significance testing was not performed as sample sizes were not large enough to support this analysis

**Chart 2.7d: Before you left the hospital, did someone talk to you about ways of getting the help you needed with daily activities:
Percent responding 'No one spoke to me or my family member/friend'**

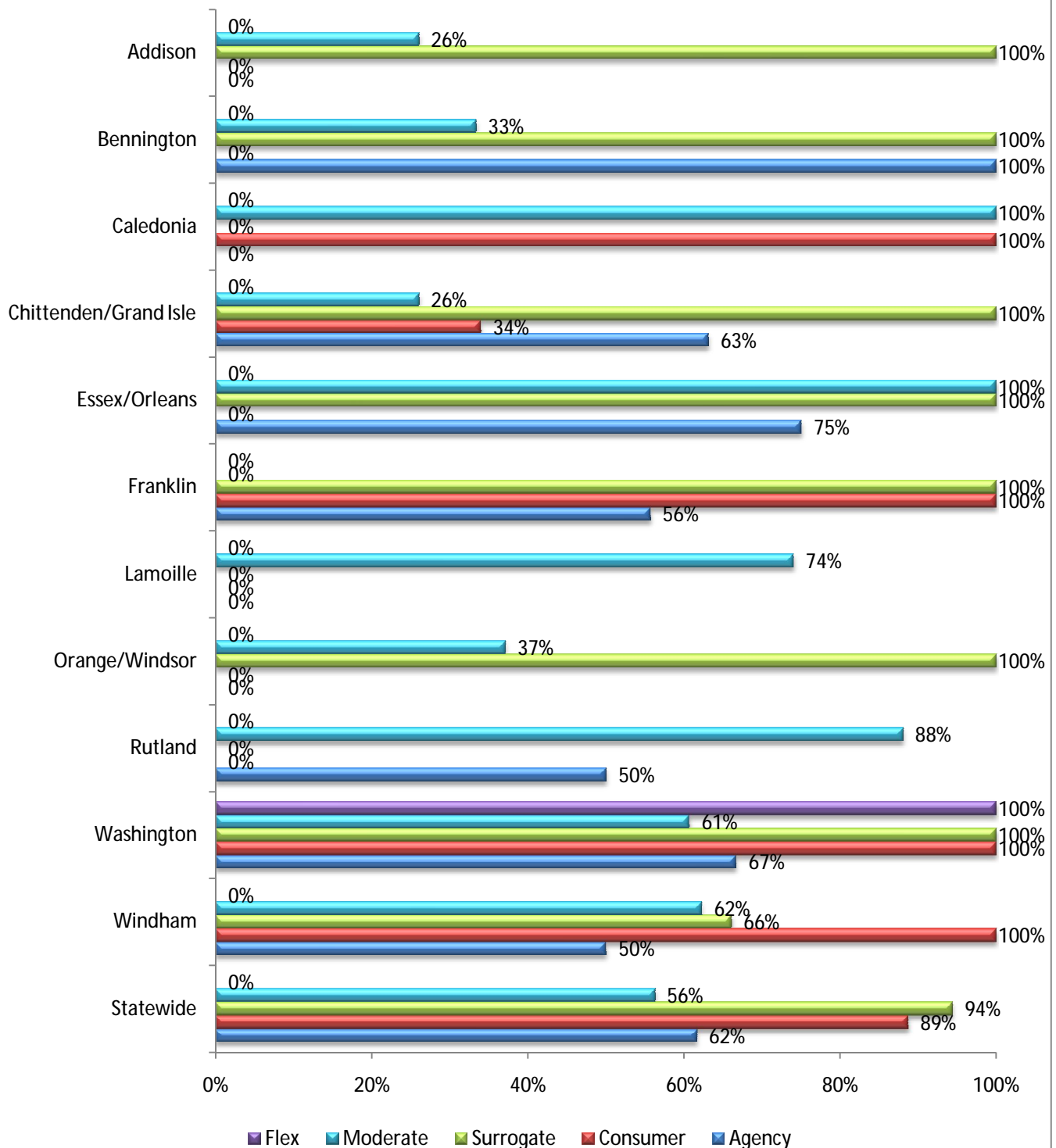


*significance testing was not performed as sample sizes were not large enough to support this analysis

VI. Were You Involved in Making Decisions Regarding the Help You Needed With Daily Activities?

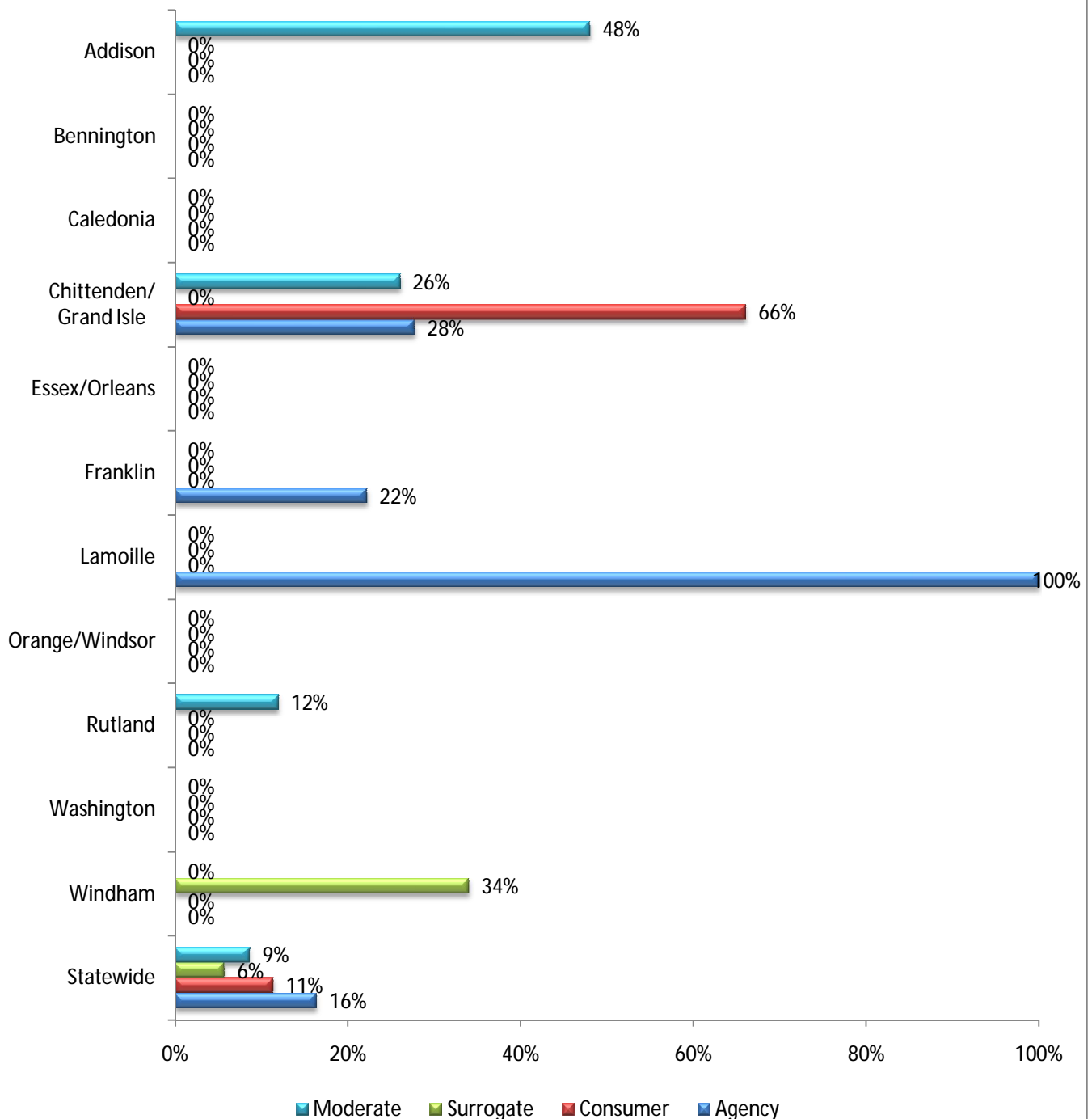
Added to the CSS in 2007 was a question asking consumers “Were you involved in making decisions regarding the help you needed with daily activities” using the following scale: “Yes”, “No, but my family member/friend was involved” and “No, neither I nor my family member/friend were involved”. Charts 2.8a and 2.8b show consumer responses by region. Note there were no instances where consumers answered “No, neither I nor my family member/friend were involved” in 2008.

Chart 2.8a: Were you involved in making decisions regarding the help you needed with daily activities: Percent responding "Yes"



*significance testing was not performed as sample sizes were not large enough to support this analysis

Chart 2.8b: Were you involved in making decisions regarding the help you needed with daily activities: Percent responding "No, but my family member/friend was involved"



*significance testing was not performed as sample sizes were not large enough to support this analysis

CHAPTER III. SATISFACTION WITH ATTENDANT SERVICES

Long-term care consumers who received Attendant Services indicated high levels of satisfaction with the care they received in 2008, 2007, 2006 and 2002. For each service element, at least 91% of consumers statewide indicated they were “always” or “almost always” satisfied in 2008 (Charts 3.1-3.5). Overall, consumers statewide were most satisfied with the quality of Attendant Services (97%), and the respect and courtesy shown to them by their caregivers (96%). In 2008, statewide satisfaction with Attendant Services increased slightly from 2007 in three service elements; however, none of these differences were significant.

With few exceptions, Attendant Services consumers in all Vermont counties/regions rated satisfaction with service elements very highly. For example, in each of the following areas, at least 90% of consumers rated all service elements as “excellent” or “good”:

- Addison
- Caledonia
- Franklin
- Rutland
- Washington

Sample sizes for data presented in Charts 3.1- 3.5 are provided in *Appendix B*.

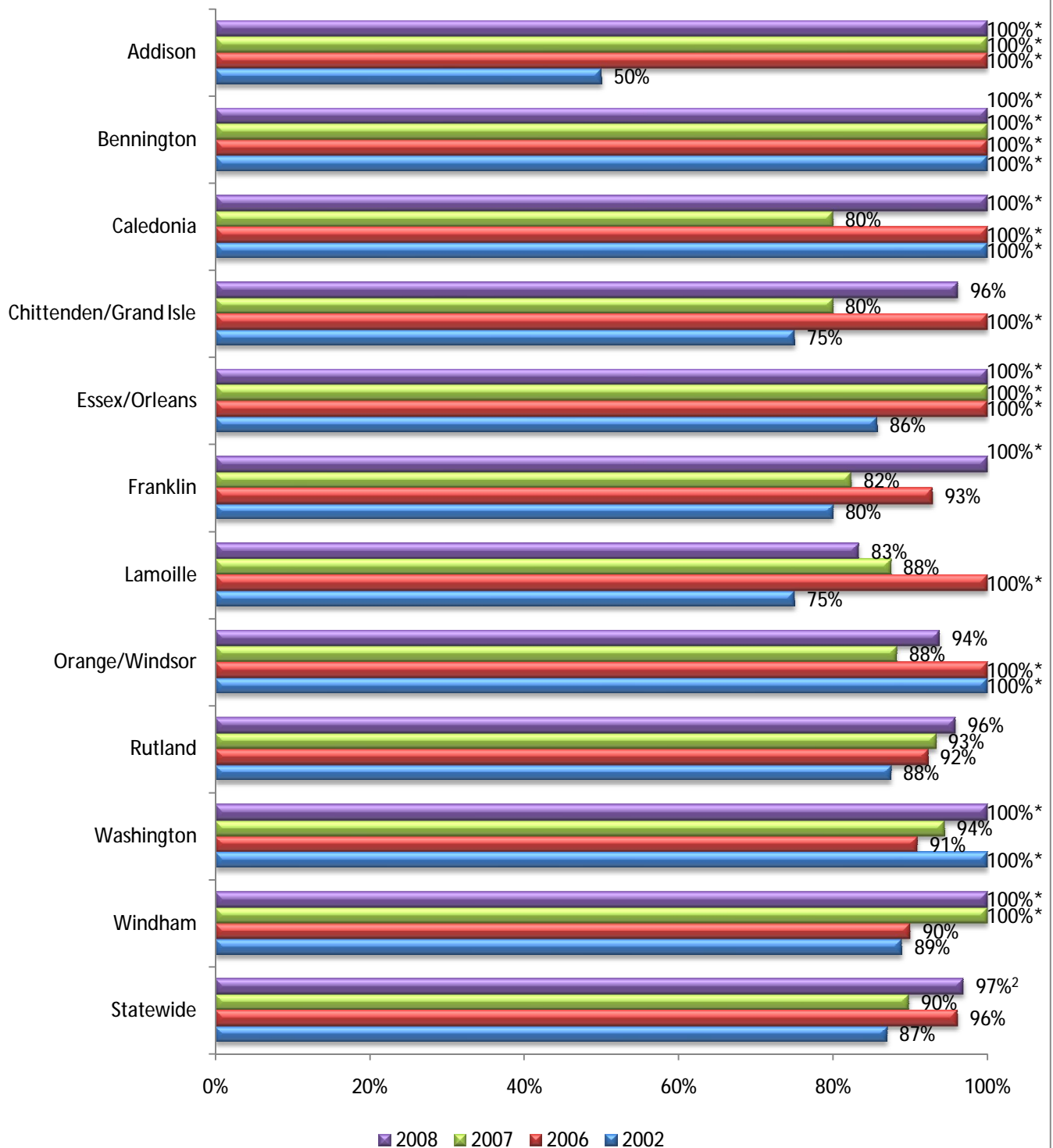
A. SATISFACTION WITH THE QUALITY OF SERVICES

A vast majority of Attendant Services consumers were satisfied with the quality of the services provided, with 97% statewide indicating they were “always” or “almost always” satisfied in 2008. This level of satisfaction is consistent with 2006 levels (96%) but only significantly greater than 2002 survey results (87%).

In seven Vermont counties/regions, 100% of consumers reported “always” or “almost always” being satisfied with the quality of services; these were Addison, Bennington, Caledonia, Essex/Orleans, Franklin, Washington and Windham. These results represent statistically significant differences from the statewide average (97%) in 2008.

In 2008, satisfaction levels declined from 2007 results in only one county, Lamoille (83% vs. 88%). This change is not statistically significant. (Chart 3.1)

Chart 3.1: Percentage of Consumers Who Were Always or Almost Always Satisfied With the Quality of Attendant Services



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

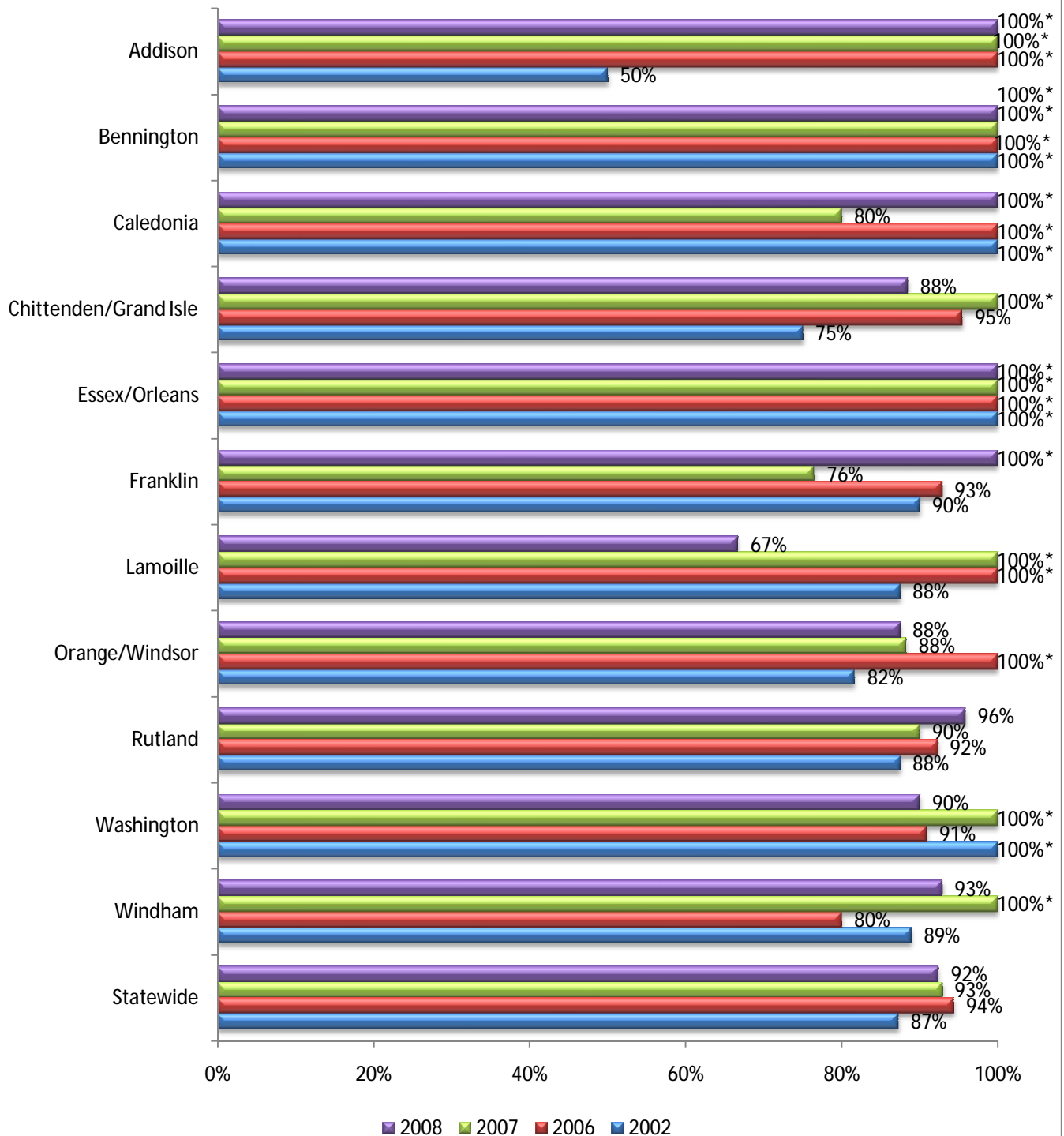
B. DEGREE TO WHICH SERVICES MEET CONSUMERS NEEDS

In 2008, 92% of consumers statewide reported that Attendant Services “always” or “almost always” met their needs. This level of satisfaction is down slightly from 2007 (93%) and 2006 (94%) but remains higher than 2002 results (87%). These varying levels of satisfaction are not statistically significant.

In seven counties, consumers reported 100% satisfaction levels in 2008; Addison, Bennington, Caledonia, Essex/Orleans, and Franklin counties. Satisfaction levels in these counties represent a significant difference from satisfaction levels statewide (92%) in 2008.

Satisfaction declined in four counties in 2008 when compared to 2007; Chittenden/Grand Isle (88% vs. 100%), Lamoille (67% vs. 100%), Washington (90% vs. 100%), and Windham (93% vs. 100%). However, none of these changes are statistically significant. (Chart 3.2)

Chart 3.2: Percentage of Consumers Who Indicated That Attendant Services Always or Almost Always Met Their Needs



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

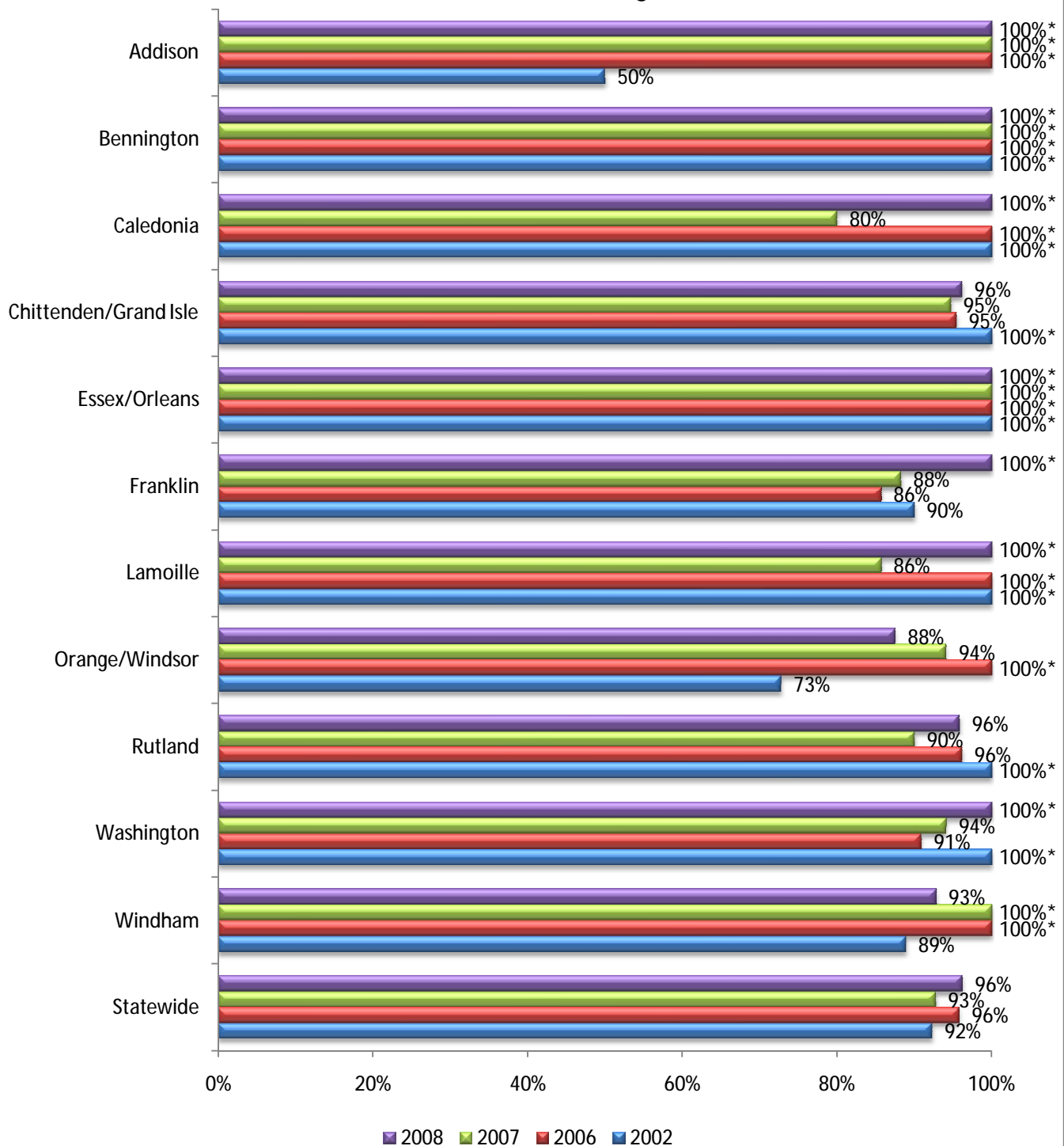
C. RESPECTFULNESS AND COURTESY OF ATTENDANT SERVICE CAREGIVERS

Consumers across the State rated high levels of satisfaction with the respect and courtesy shown by Attendant Service caregivers – 96% were “always” or “almost always” satisfied in 2008. These survey results are up slightly from 2007 results (96%) but the difference is not significant.

100% of consumers in seven counties reported satisfaction with the respect and courtesy shown by Attendant Service caregivers; Addison, Bennington, Caledonia, Essex/Orleans, Franklin Lamoille and Windham – a significant difference from the statewide average (96%).

A decline in satisfaction levels was reported in Orange/Windsor (88% vs. 94%) and Windham (93% vs. 100%) counties when compared to 2007 survey results. These differences are not statistically significant. (Chart 3.3)

Chart 3.3: Percentage of Consumers Who Indicated That They Were Always or Almost Always Shown Respect and Courtesy by Attendant Services Caregivers



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

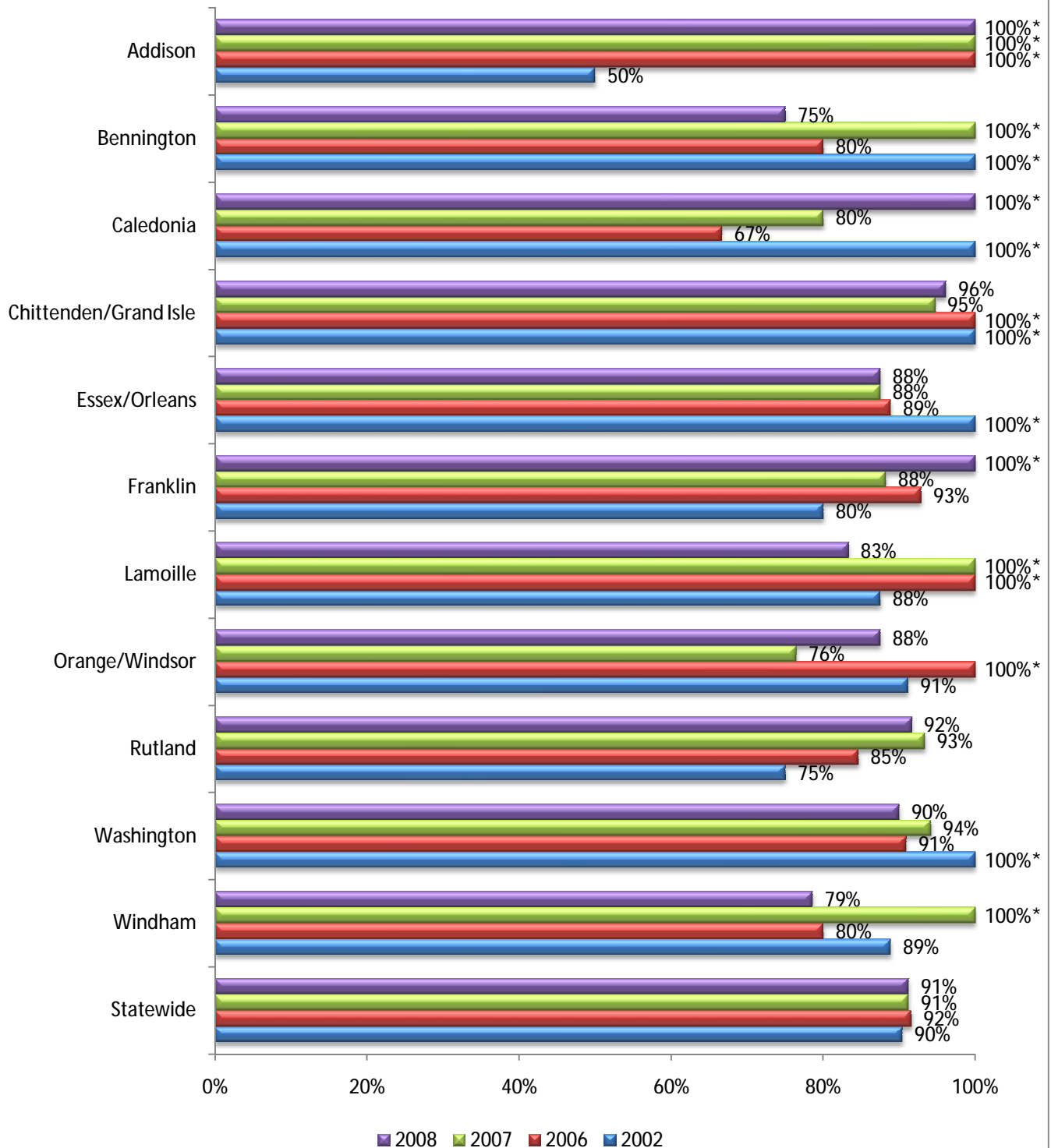
⁸ indicates statistical difference from 2008 at 5%

D. KNOWLEDGE OF WHOM TO CONTACT WITH COMPLAINTS OR REQUESTS

Statewide, 91% of consumers receiving Attendant Services reported that they “always” or “almost always” knew whom to contact if they had a complaint or wanted to request more help. Satisfaction levels statewide are consistent across all years with 91% satisfaction in 2008 and 2007, 92% in 2006, and 90% in 2002. Statewide, there are no statistically significant changes to report.

As with several other aspects of satisfaction with Attendant Services, 100% of consumers in Addison, Caledonia and Franklin counties “always” or “almost always” knew whom to contact with a complaint or for more help – a statistically significant difference from statewide average results (91%) in 2008. (Chart 3.4)

Chart 3.4: Percentage of Consumers Who Always or Almost Always Knew Whom to Contact with a Complaint or for More Help



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ indicates statistical difference from 2007 at 5%

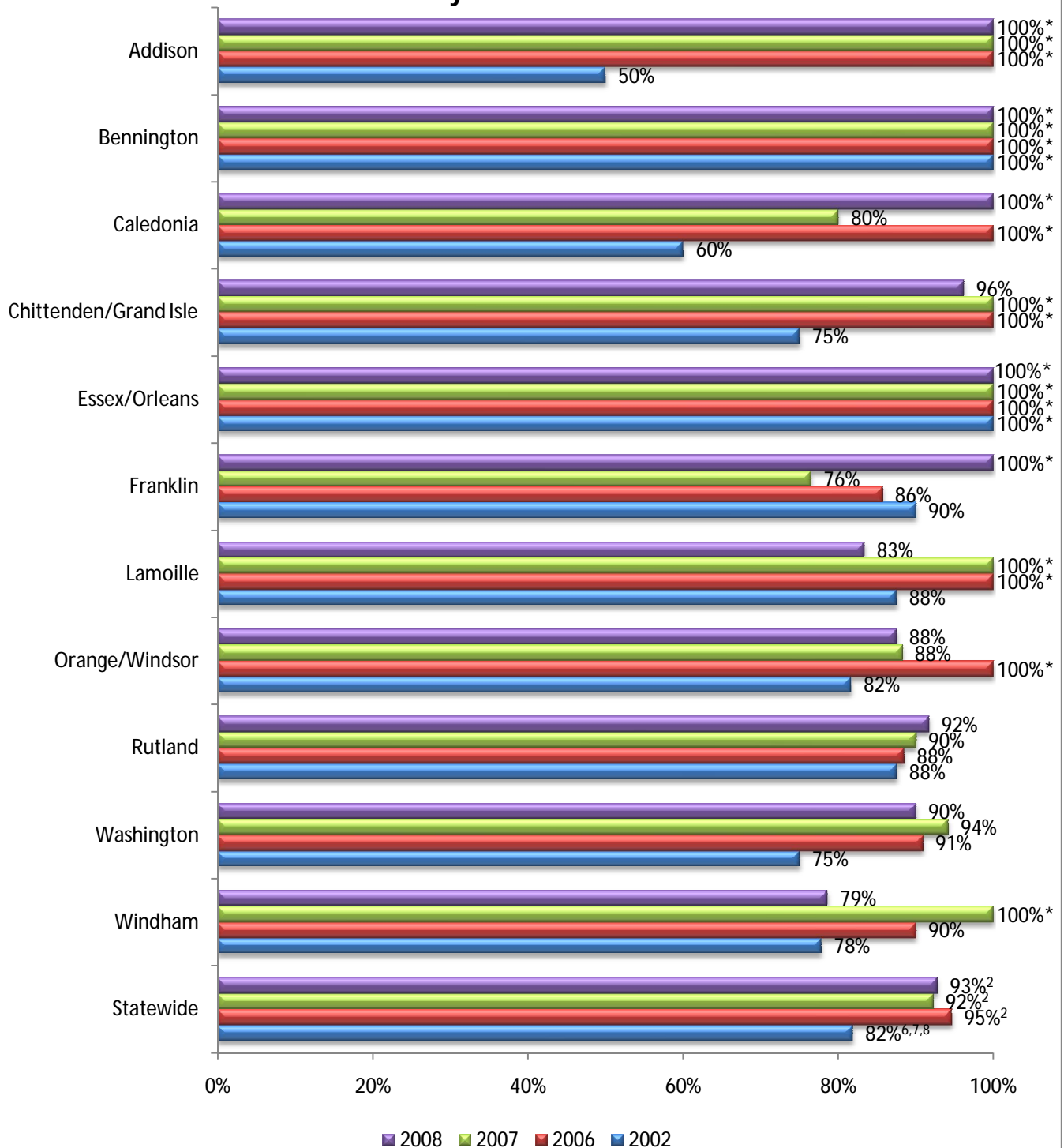
⁸ indicates statistical difference from 2008 at 5%

E. MEETING CONSUMERS' NEEDS WHEN AND WHERE NECESSARY

Statewide, 93% of consumers surveyed in 2008 indicated that Attendant Services were “always” or “almost always” provided when and where they were needed. This level of satisfaction is up slightly (although not significantly) from 2007 results (92%) and falls just below 2006 results (95%). It is worth noting that these percentages are all significantly higher than survey results recorded in 2002 (82%).

Consumers in Addison, Bennington, Caledonia, Essex/Orleans and Franklin counties were significantly more likely (100% in all counties) than consumers statewide (93%) to “always” or “almost always” report this level of satisfaction in 2008. (Chart 3.5)

Chart 3.5: Percentage of Consumers Who Indicated Attendant Services Were Always or Almost Always Provided When and Where They Needed Them



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

CHAPTER IV. SATISFACTION WITH HOMEMAKER SERVICES

At least 84% of consumers statewide rated each element of Homemaker services as “excellent” or “good” (Charts 4.1-4.5). In 2008, satisfaction levels decreased for four of the five service elements statewide; none of these changes are statistically significant. Statewide, consumers were most satisfied with the respect and courtesy shown by Homemaker caregivers (93%) in 2008.

As with the CFC Personal Care Services, the composition of Homemaker Services changed between 2002 and 2006. In 2002, Homemaker service respondents included multiple types of consumers. In 2006, 2007 and 2008 however, all respondents from Homemaker Services were part of the Moderate Needs Group (MNG) of long-term care consumers.

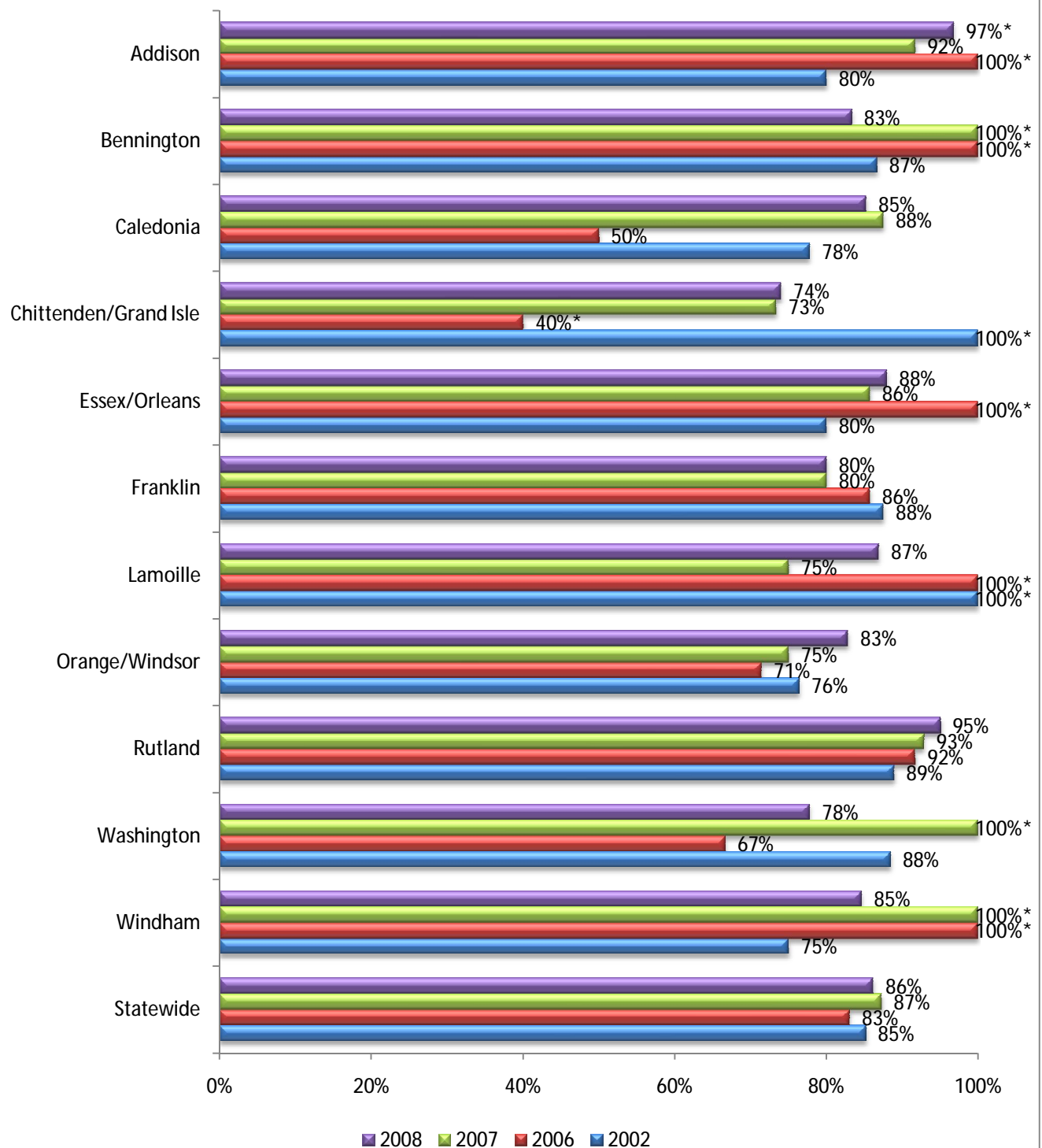
Sample sizes for data presented in Charts 4.1- 4.5 are provided in *Appendix B*.

A. SATISFACTION WITH QUALITY OF SERVICE

Statewide, 86% of respondents who received Homemaker services reported being “always” or “almost always” satisfied with the quality of the services they received – a slight decrease from 2007 results (87%). Statewide satisfaction levels with the quality of Homemaker services have remained fairly consistent since 2002, thus there are no statistically significant changes to report.

No counties reported 100% satisfaction levels as years past, however consumers in Addison County were significantly more likely than consumers statewide to rate the quality of Homemaker services as “excellent” or “good” (97% vs. 86%) in 2008. (Chart 4.1)

Chart 4.1: Percent of Consumers Who Were Always or Almost Always Satisfied With the Quality of Homemaker Services



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

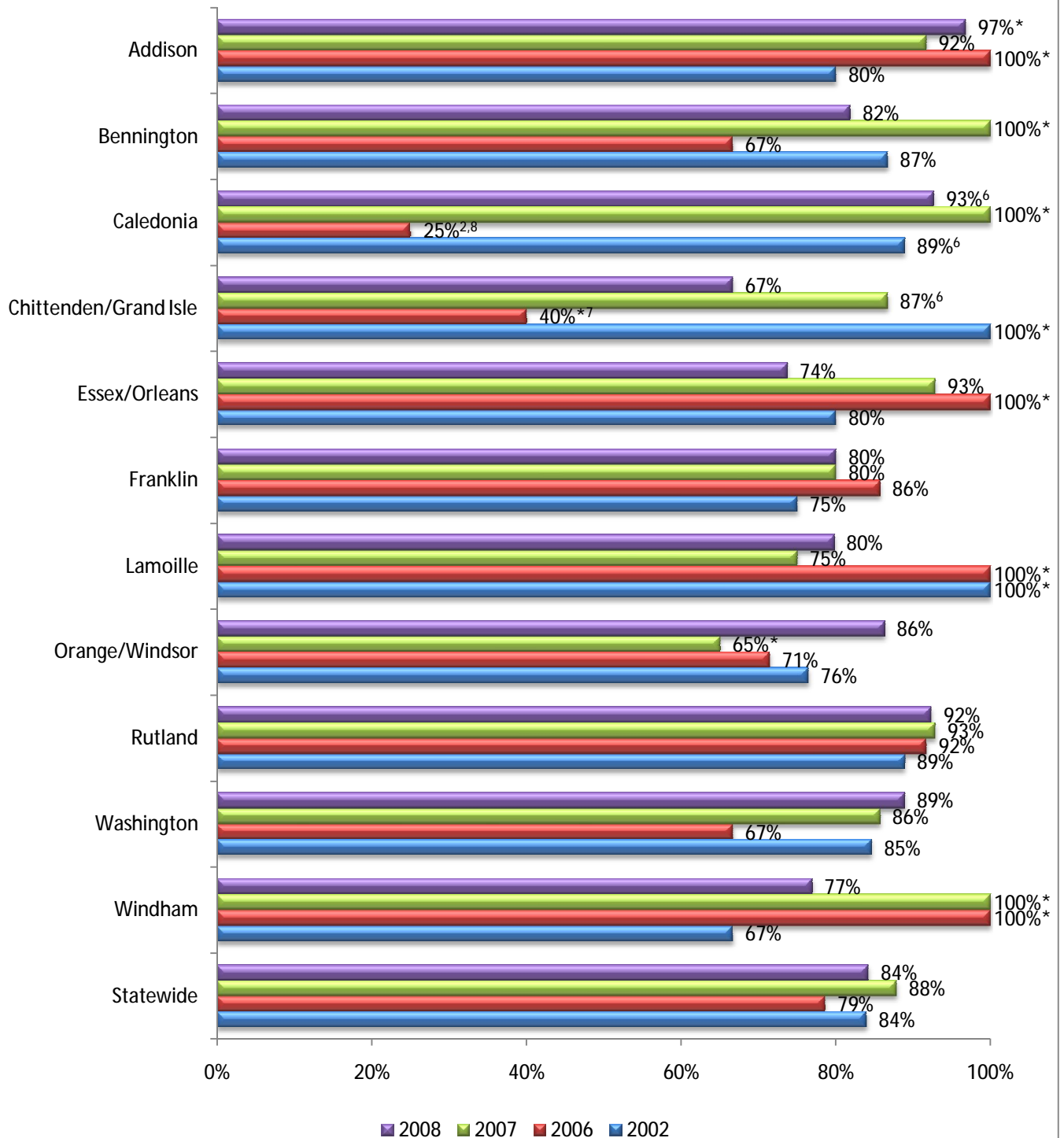
⁸ indicates statistical difference from 2008 at 5%

B DEGREE TO WHICH SERVICES MET CONSUMERS NEEDS

Statewide, 84% of consumers who used Homemaker Services reported that these services “always” or “almost always” met their needs. This level of satisfaction is down from 2007 levels (88%), up from 2006 (79%) and equivalent to levels reported in 2002 (84%); however, these differences are not statistically significant.

A significantly higher percentage of consumers in Addison County indicated Homemaker Services “always” or “almost always” met their needs when compared to consumers statewide (97% vs. 84%) in 2008. (Chart 4.2)

Chart 4.2: Percentage of Consumers Who Indicated That Homemaker Services Always or Almost Always Met Their Needs



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

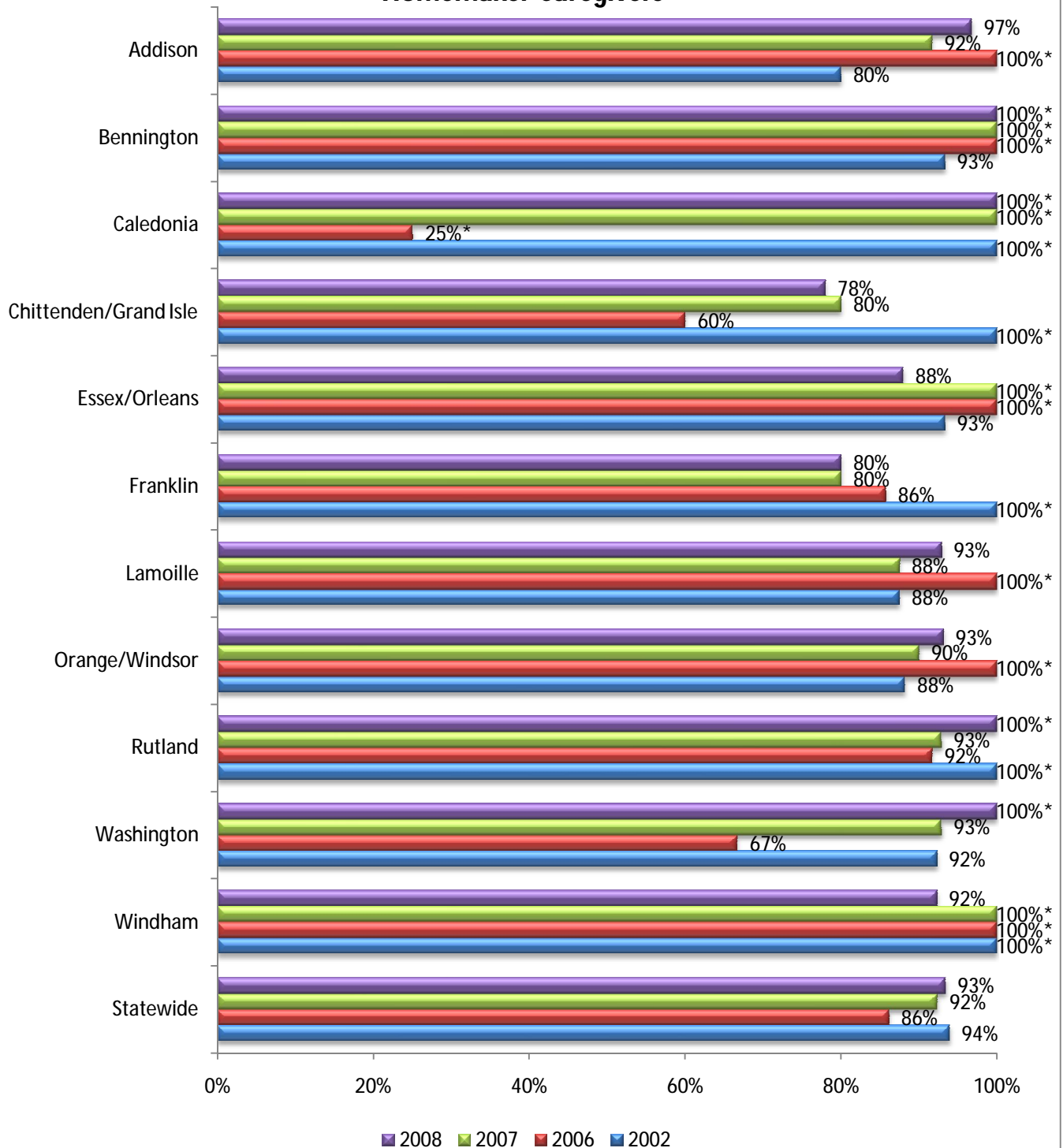
⁸ indicates statistical difference from 2008 at 5%

C. RESPECTFULNESS AND COURTESY OF HOMEMAKER SERVICE CAREGIVERS

Statewide, 93% of consumers who received Homemaker services indicated their caregivers “always” or “almost always” treated them with respect and courtesy. Satisfaction levels have increased slightly from 2007 and (92%) and 2006 (86%), returning to a level similar to 2002 survey results (94%).

Four counties reported 100% satisfaction with this service element in 2008 (Bennington, Caledonia, Rutland and Washington) and all represent a statistically significant difference from the statewide average of 93%. (Chart 4.3)

Chart 4.3: Percentage of Consumers Who Indicated that They Were Always or Almost Always Shown Respect and Courtesy by Homemaker Caregivers



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

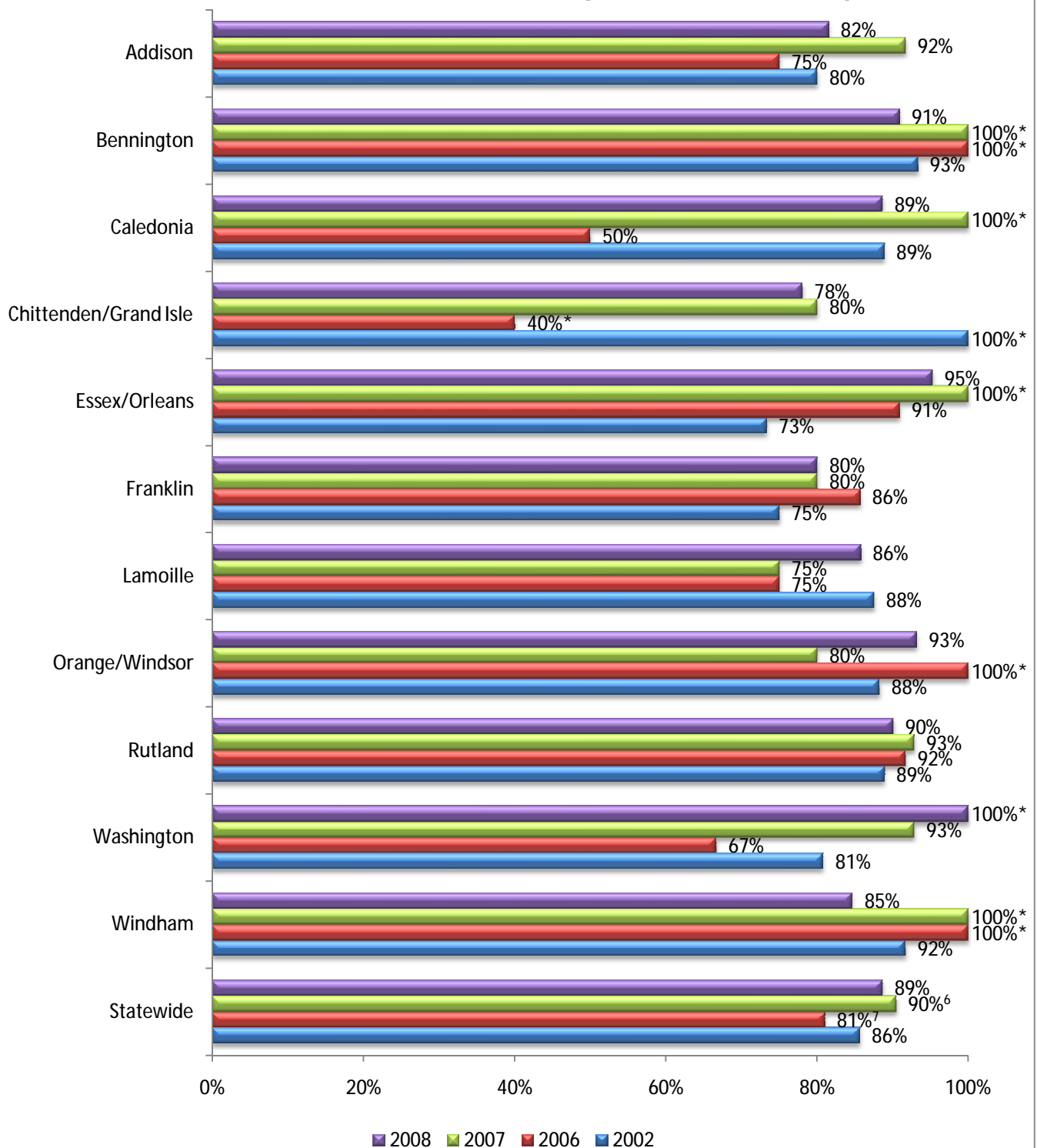
⁸ indicates statistical difference from 2008 at 5%

D. KNOWLEDGE OF WHOM TO CONTACT WITH COMPLAINTS OR REQUESTS

In 2008, 89% of long-term care consumers statewide reported they “always” or “almost always” knew whom to contact with complaints or requests regarding Homemaker services. This percentage is down very slightly from 2007 results, the decrease is not statistically significant.

Consumers in Washington County reported 100% satisfaction with this service element - a statistically significant difference from the statewide average (89%) in 2008. (Chart 4.4)

Chart 4.4: Percentage of Consumers Who Always or Almost Always Knew Whom to Contact with a Complaint or for More Help



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

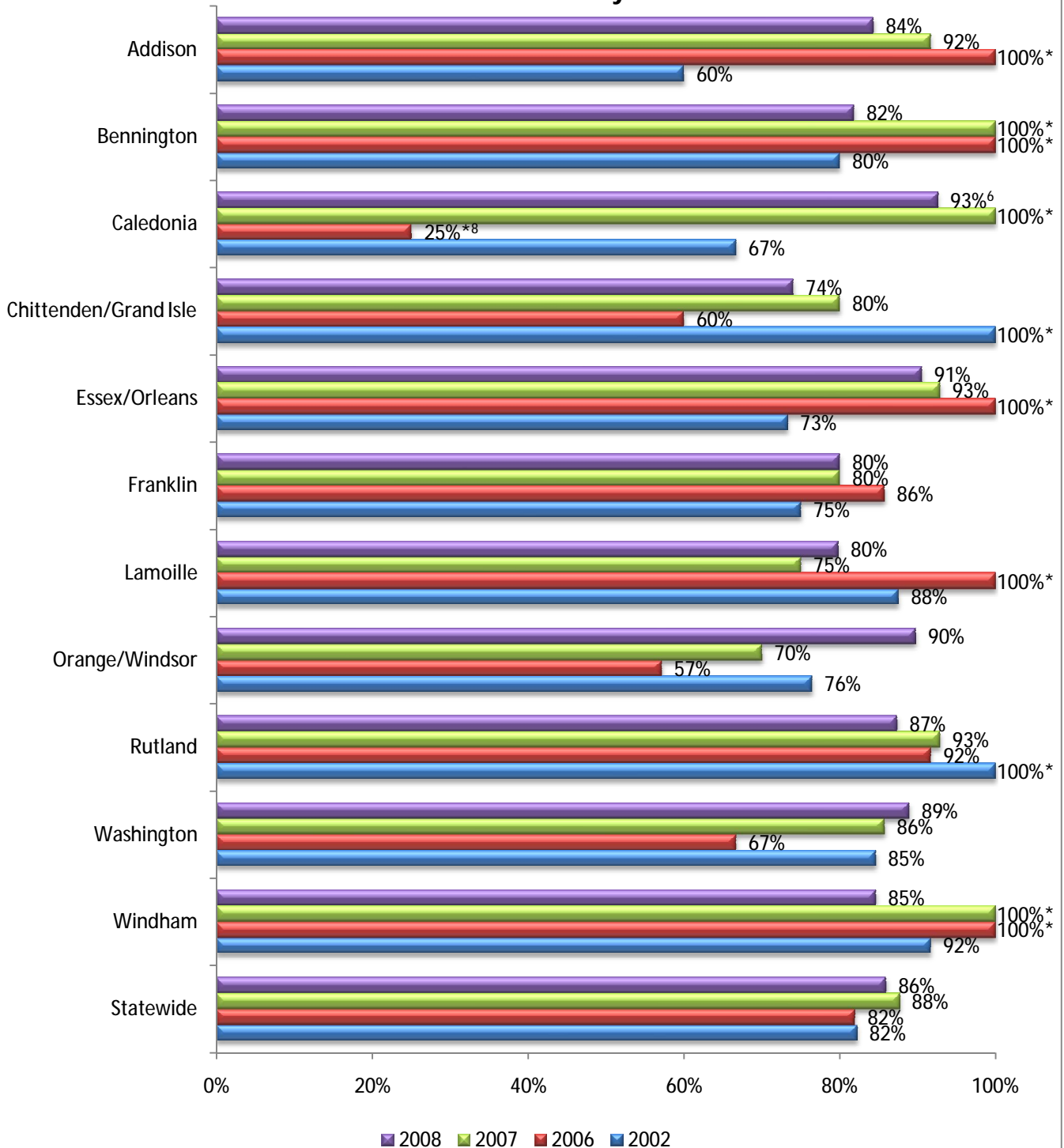
⁸ indicates statistical difference from 2008 at 5%

E. MEETING CONSUMERS' NEEDS WHEN AND WHERE NECESSARY

Statewide, 86% of consumers receiving Homemaker Services indicated the services were “always” or “almost always” provided when and where they were needed. Satisfaction levels in 2008 are down slightly from 2007 results (88%) but remain above 2006 (82%) and 2002 (82% levels.)

In contrast with years past there were no regions reporting 100% satisfaction with this service element in 2008. Additionally, satisfaction levels dropped in 7 of the 11 regions; however, none of these changes are significant. (Chart 4.5)

Chart 4.5: Percentage of Consumers Who Indicated Homemaker Services Were Always or Almost Always Provided Services When and Where They Needed Them



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

CHAPTER V. SATISFACTION WITH ADULT DAY SERVICES

At least 81% of Adult Day participants were “always” or “almost always” satisfied with each element of the program asked about during the 2008 survey. Consumers were most satisfied with the degree of respect and courtesy they received from their caregivers (88%) and the quality of Adult Day services (87%).

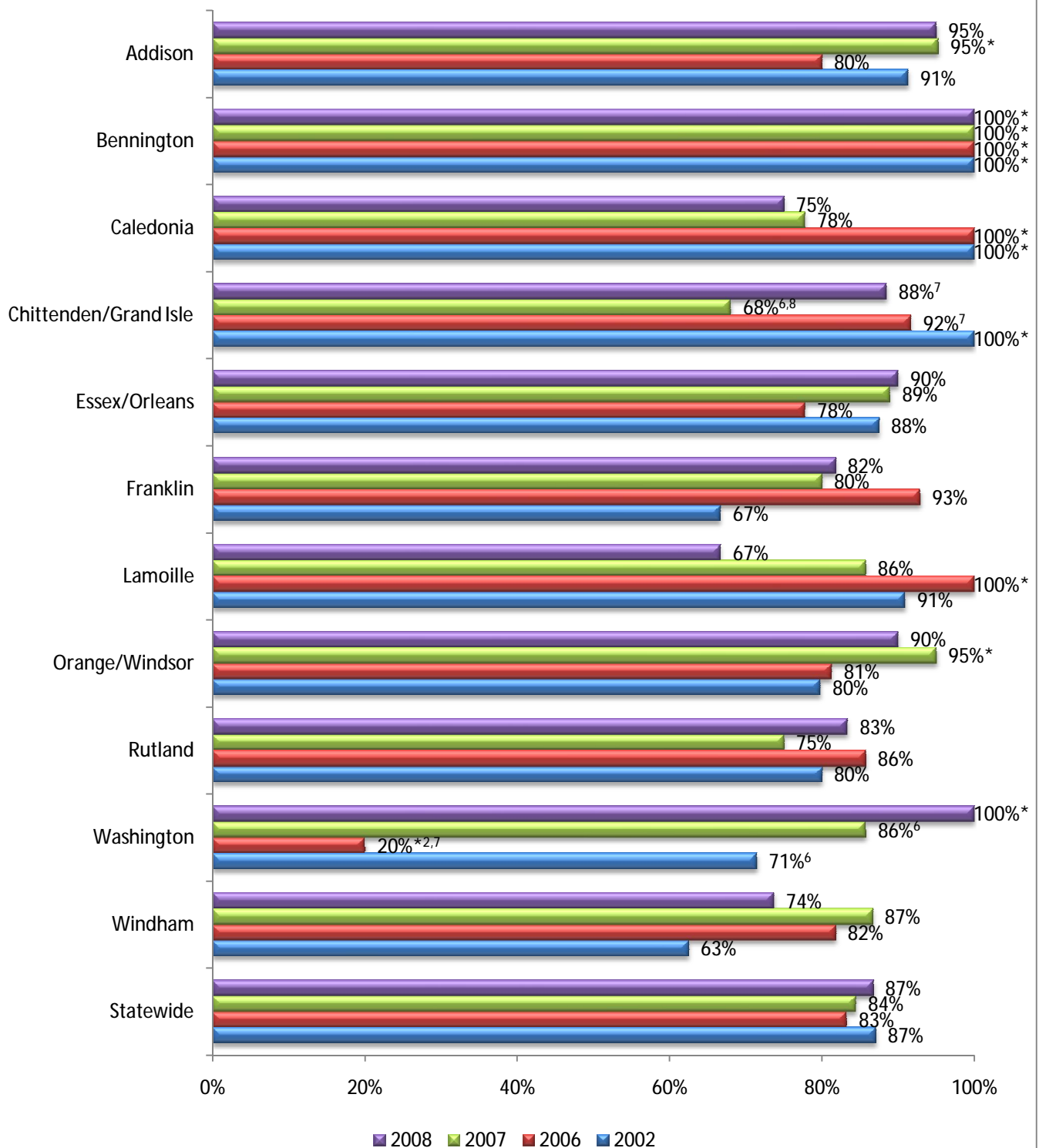
Sample sizes for data presented in Charts 5.1-5.5 are provided in Appendix B.

A. SATISFACTION WITH QUALITY OF SERVICES

Eighty-seven percent of consumers statewide who received Adult Day services indicated they were “always” or “almost always” satisfied with the quality of the services they received. Survey results statewide in 2008 (87%) are up slightly from 2007 (84%) and 2006 results (83%), returning to satisfaction levels reported in 2002 (87%). The differences in these satisfaction levels are not statistically significant.

Satisfaction levels reached 100% in two counties (Bennington and Washington), both of which represent a significant difference from the statewide average (87%) in 2008. Additionally, consumers in Chittenden/Grand Isle were significantly more likely to indicate they were “always” or “almost always” satisfied with the quality of Adult Day Services in 2008 (88%) than in 2007 (68%) (Chart 5.1)

Chart 5.1: Percentage of Consumers Who Were Always or Almost Always Satisfied With the Quality of Adult Day Services



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

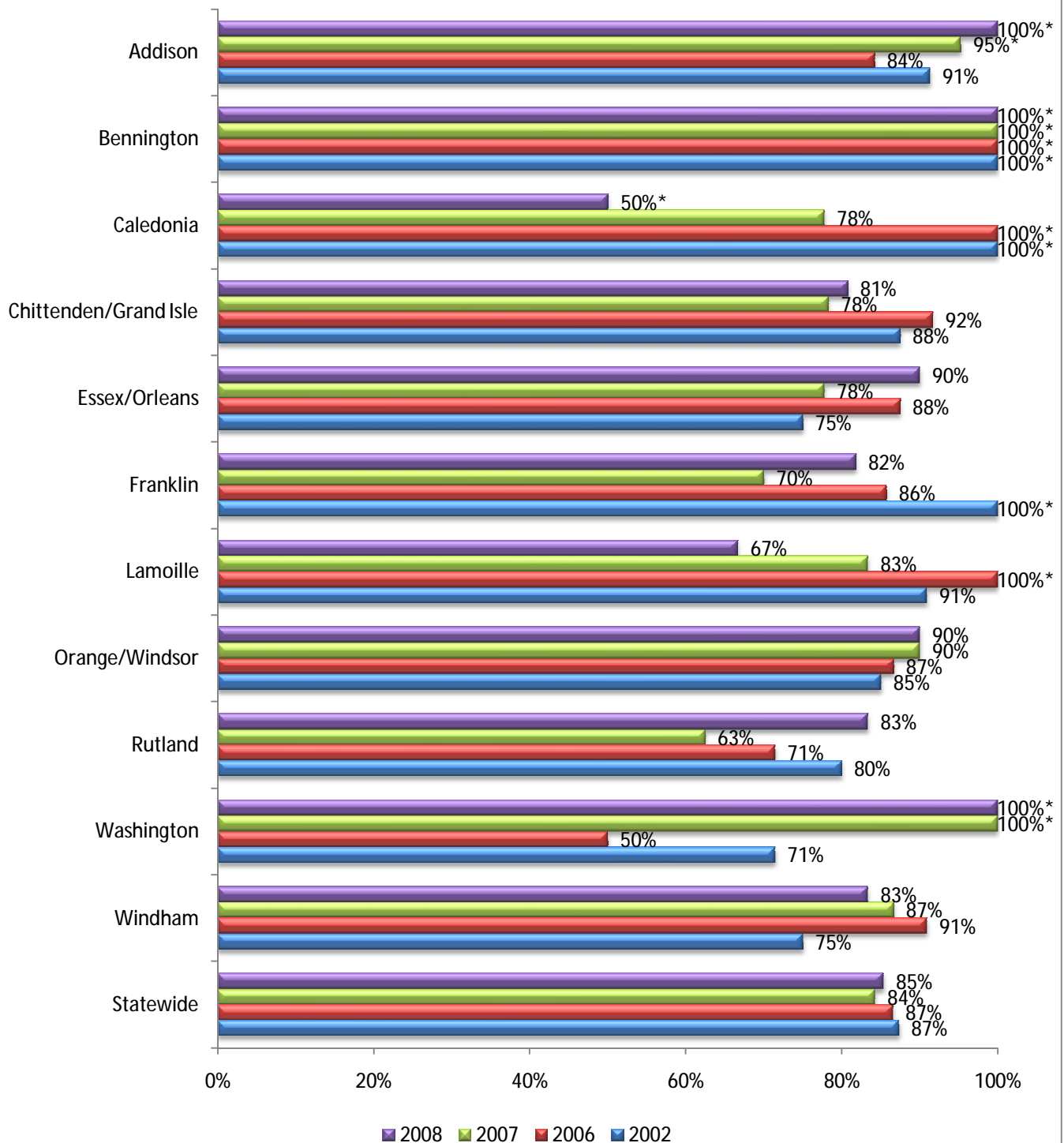
⁸ indicates statistical difference from 2008 at 5%

B. DEGREE TO WHICH SERVICES MET CONSUMER NEEDS

In 2008, 85% of consumers statewide indicated the Adult Day services “always” or “almost always” met their needs. Statewide, consumer satisfaction with this program aspect has been consistent from 2002 – 2008 with satisfaction levels ranging from 84% - 87%. None of these fluctuations are statistically significant.

Satisfaction levels reached 100% in Addison, Bennington and Washington counties which represent a significant difference from the statewide average of 85% in 2008. However, a significantly smaller percentage of consumers in Caledonia indicated Adult Day services “always” or “almost always” met their needs when compared to consumers statewide (50% vs. 85%) in 2008. (Chart 5.2)

Chart 5.2: Percentage of Consumers Who Indicated That Adult Day Services Always or Almost Always Met Their Needs



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

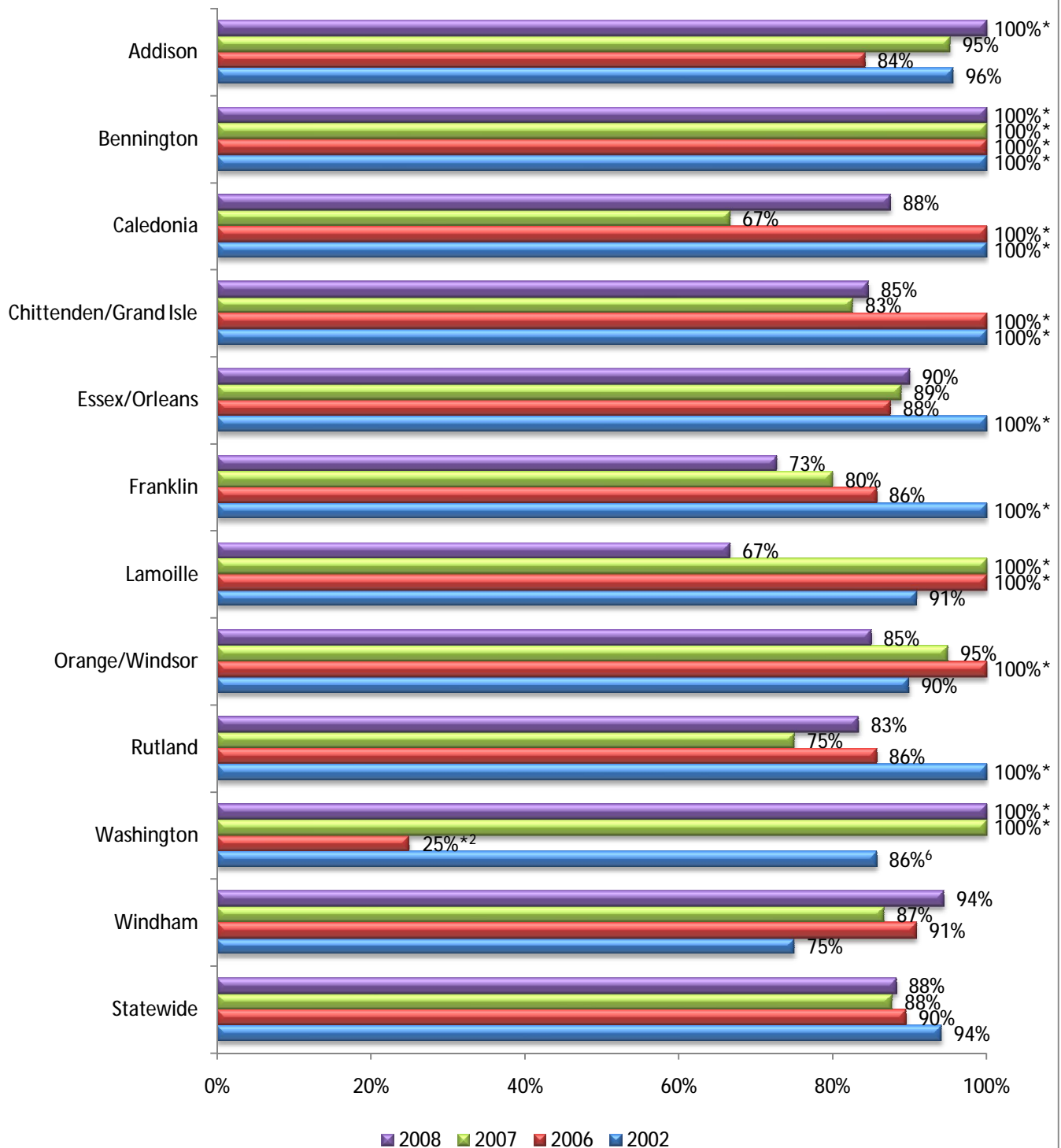
⁸ indicates statistical difference from 2008 at 5%

C. RESPECTFULNESS AND COURTESY OF ADULT DAY CENTER CAREGIVERS

Of consumers receiving Adult Day services in 2008, 88% reported that their caregivers “always” or “almost always” treated them with respect and courtesy statewide. This percentage is equivalent to percentages reported in the 2007 survey and down slightly from 2006 (90%) and 2002 (94%) survey results - the differences are not statistically significant.

Satisfaction levels with this service element reached 100% in three counties (Addison, Bennington and Washington) in 2008. Consumers in these counties were significantly more likely to indicate they were “always” or “almost always” satisfied with the respect and courtesy shown to them by Adult Day caregivers than consumers statewide (88%). (Chart 5.3)

Chart 5.3: Percentage of Consumers Who Indicated They Were Always or Almost Always Shown Respect and Courtesy by Adult Day Caregivers



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

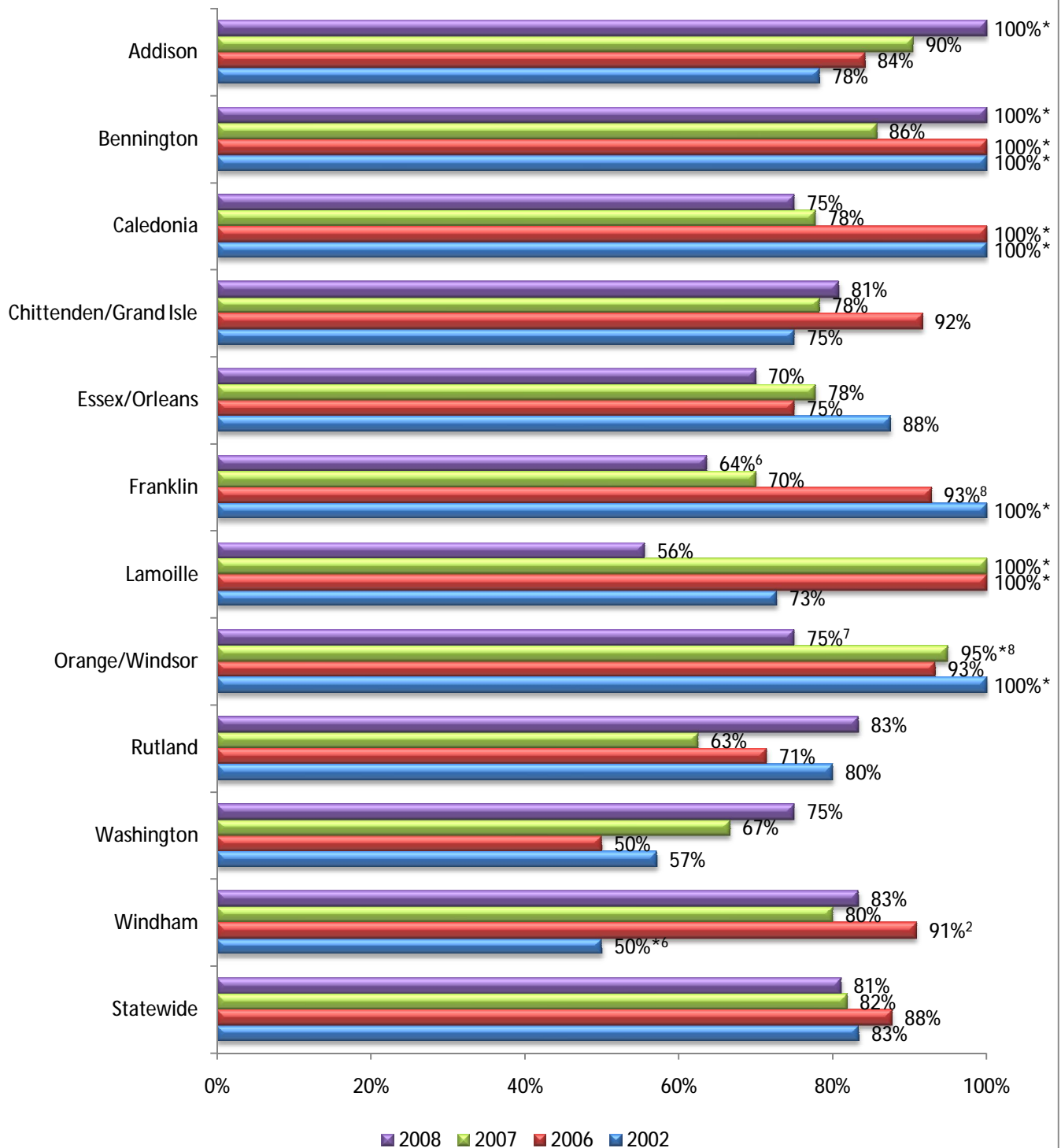
D. KNOWLEDGE OF WHOM TO CONTACT WITH COMPLAINTS OR REQUESTS

In 2008, 81% of consumers who received Adult Day services indicated they “always” or “almost always” knew whom to contact with complaints or requests for additional help. This statewide percentage has remained fairly consistent with consumers reporting 82% satisfaction in 2007, peaking at 88% in 2006 and 83% in 2002.

Satisfaction levels reached 100% in Addison and Bennington counties in 2008- a significant difference from the reported statewide average of 81%.

A significantly smaller percentage of consumers in Orange/Windsor County reported they “always” or “almost always” knew whom to contact with a complaint or for more help in 2008 than in 2007 (75% vs. 95%) (Chart 5.4)

Chart 5.4: Percentage of Adult Day Consumers Who Always or Almost Always Knew Whom to Contact with a Complaint or for More Help



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ indicates statistical difference from 2007 at 5%

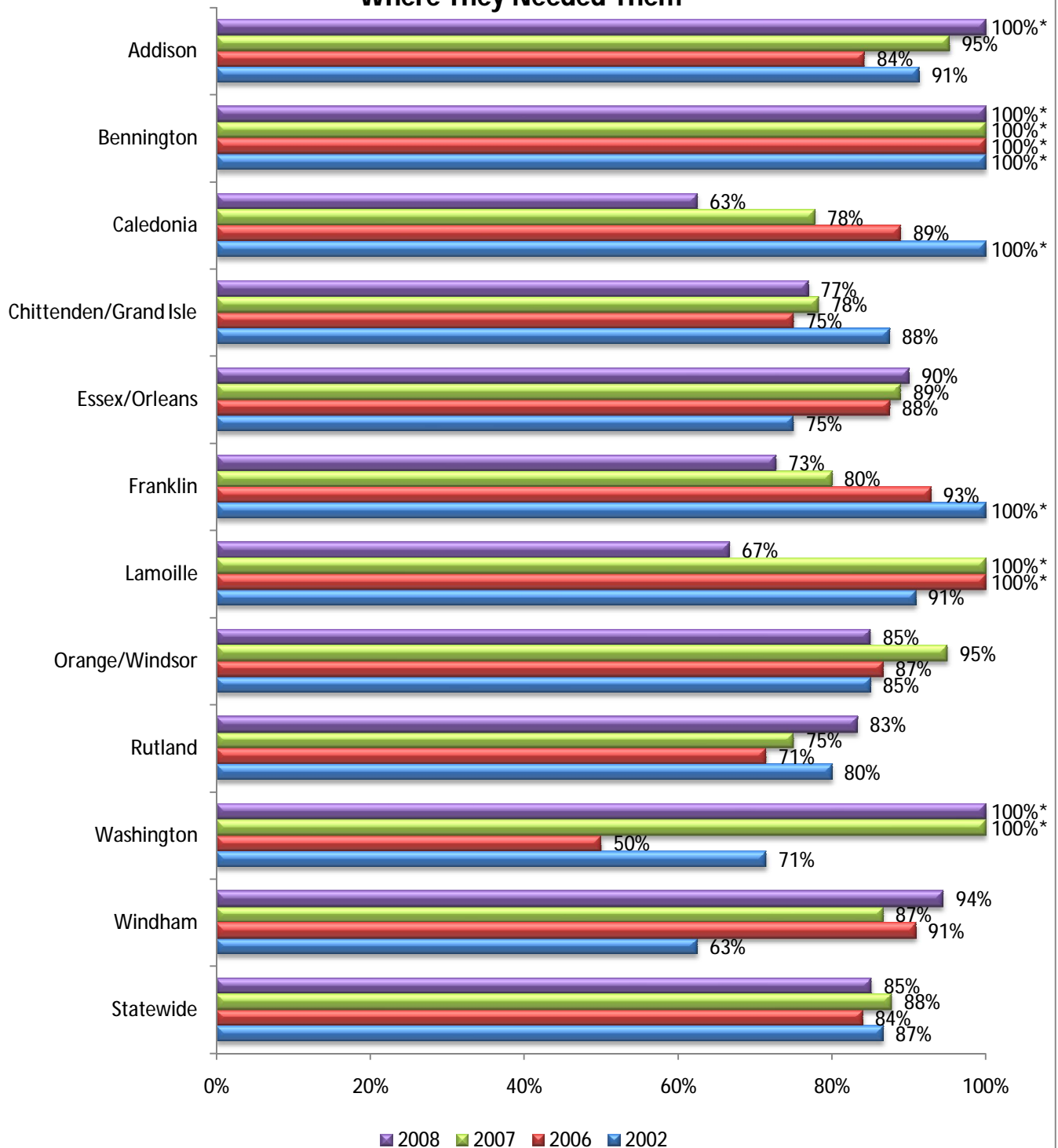
⁸ indicates statistical difference from 2008 at 5%

E. MEETING CONSUMERS NEEDS WHEN AND WHERE NECESSARY

Of consumers receiving Adult Day services, 85% felt that the program “always” or “almost always” provided services to them when and where they were needed – this percentage is similar to satisfaction levels reported in 2007 (88%) 2006 (84%) and 2002 (87%). There were no statistically significant changes to report.

Consumers in three counties (Addison, Bennington and Washington) reported 100% satisfaction levels with this program aspect in 2008 – a statistically significant difference from consumers statewide (85%). (Chart 5.5)

Chart 5.5: Percentage of Consumers Who Indicated Adult Day Services Were Always or Almost Always Provided Services When and Where They Needed Them



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

CHAPTER VI. SATISFACTION WITH CFC PERSONAL CARE SERVICES

Taken as a whole, a smaller percentage of long-term care consumers receiving the State's Choices for Care (CFC) Personal Care Services reported being "always" or "almost always" satisfied with all service elements received in 2007 and 2006 compared to 2002. However, significant increases in satisfaction were reported statewide for each program aspect from 2007 to 2008. The biggest increases in satisfaction were reported in the percentage of consumers rating the quality of CFC Personal Care Services as above average (89% vs. 77%) and knowledge of whom to contact with complaints or for more help (87% vs. 77%). Satisfaction levels in 2008 returned to levels similar to 2002 and in two instances exceeded these levels – knowledge of whom to contact with complaints or for more help (87% vs. 84%) and satisfaction with when and where the services were provided (88% vs. 87%). Consumers reported at least 86% satisfaction in each program aspect and were most satisfied with the respect and courtesy shown by CFC Personal Care Service caregivers (92%) in 2008. (Charts 6.1a-6.5a).

In 2008, the CFC Personal Care Services were broken down into four subgroups for further analysis (Charts 6.1b-6.5b). These subgroups are Flexible Choices, Surrogate Directed, Consumer Directed, and Home Health Agency. On a statewide level, consumers in the Consumer Directed subgroup indicated the highest levels of satisfaction in all five of the service elements. (Charts 6.1b-6.5b).

Charts 6.1c-6.5c present satisfaction levels with program elements for the 2008 Home Health Agency consumers only. In 2008, Home Health Agency consumers statewide indicated higher levels of satisfaction in all service elements when compared to 2006 and 2007.

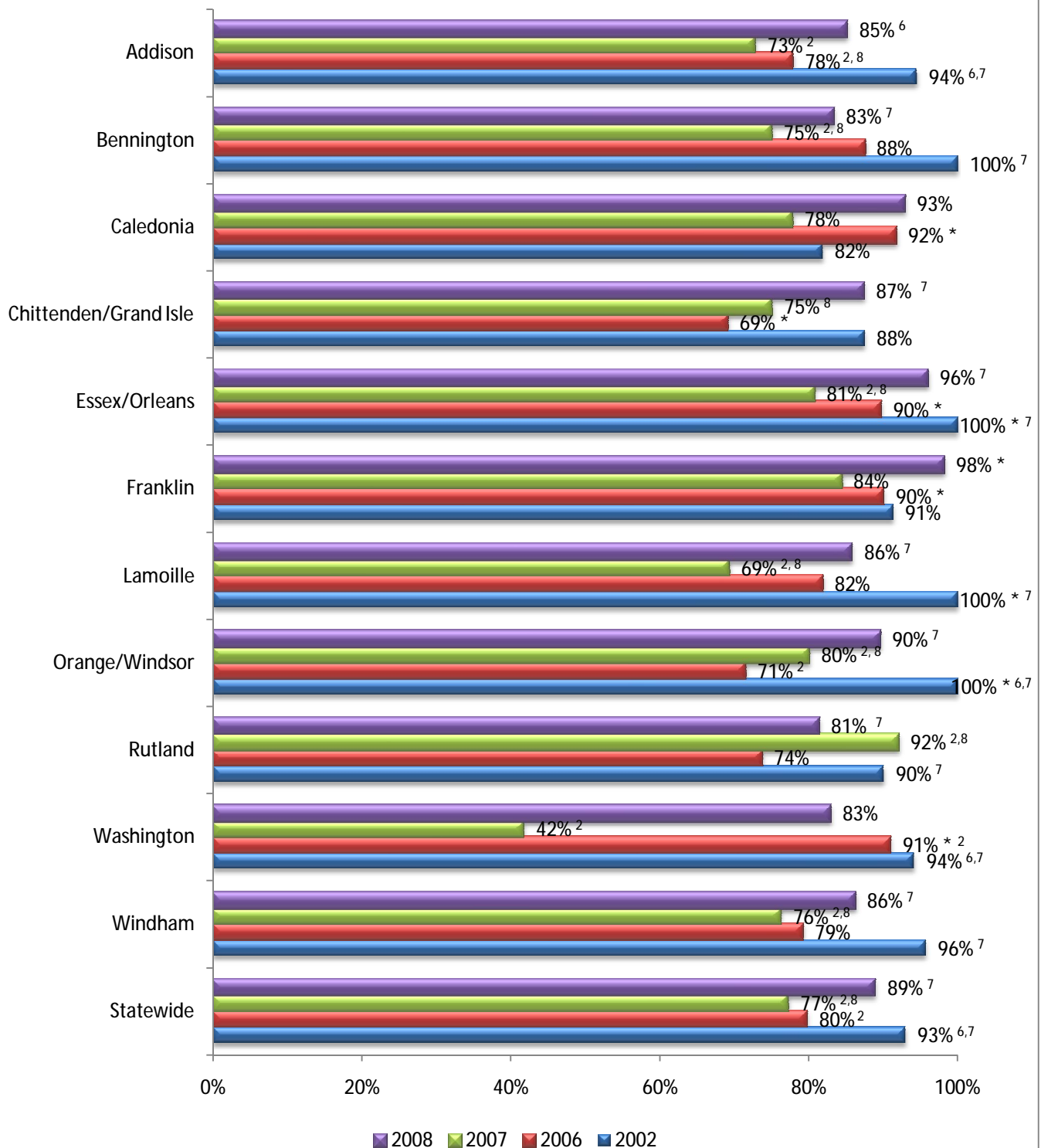
Sample sizes for data presented in Charts 6.1- 6.5 are provided in *Appendix B*.

A. SATISFACTION WITH QUALITY OF SERVICES

CFC Personal Care Service consumers statewide indicated a significantly higher percentage of satisfaction with the quality of the services they received in 2008 (89%) than in 2007 (77%). Percentages increased in ten of the eleven regions when comparing 2008 results to 2007, six of these increases were significant.

Consumers in Franklin county indicated a significantly higher percentage of satisfaction with the quality of services than consumers statewide in 2008 (98% vs. 89%). Consumers in Bennington, Chittenden/Grand Isle, Essex/Orleans, Lamoille, Orange/Windsor and Windham counties all indicated significantly higher percentages of satisfaction with the quality of services in 2008 compared to 2007. Conversely, consumers in Rutland County reported lower levels of satisfaction with the quality of services in 2008 compared to 2007 (81% vs. 92%), representing the only county to indicate a decrease in satisfaction from 2007 survey results. (Chart 6.1a)

Chart 6.1a: Percentage of Consumers Who Were Always or Almost Always Satisfied with the Quality of CFC Personal Care Services



*indicates statistical difference from statewide average at 5%

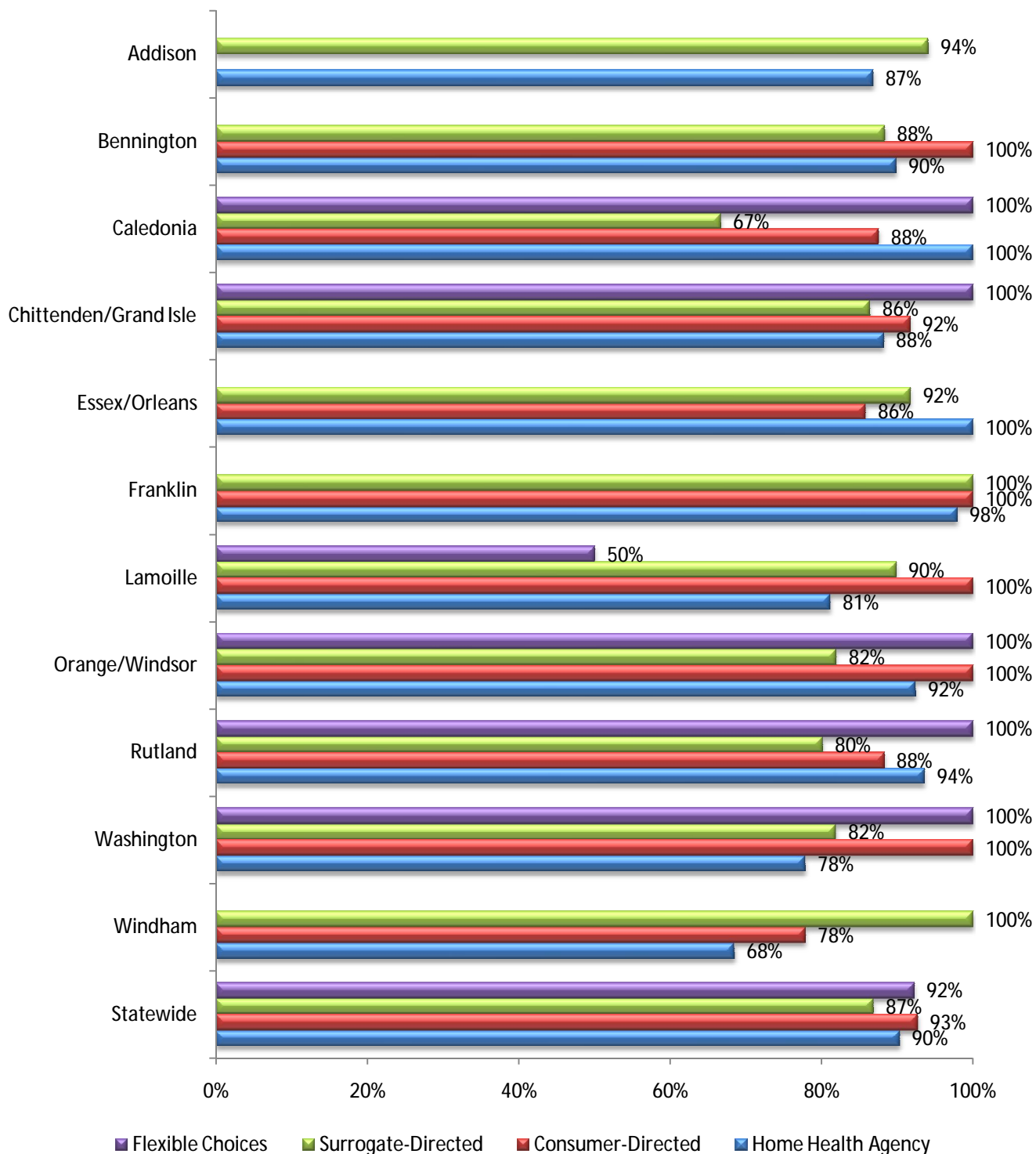
² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ indicates statistical difference from 2007 at 5%

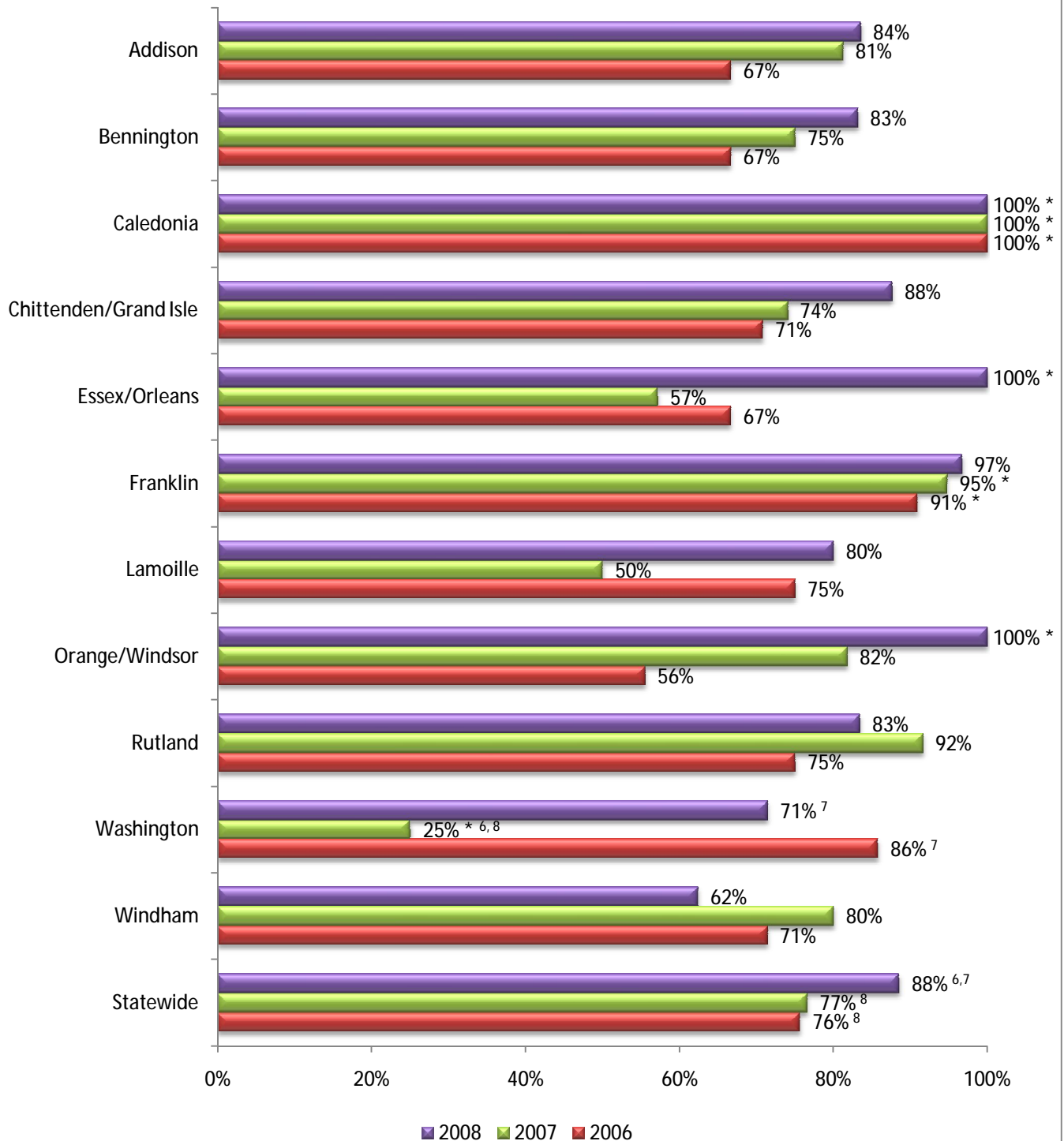
⁸ indicates statistical difference from 2008 at 5%

Chart 6.1b: Percentage of Consumers Who Were Always or Almost Always Satisfied with the Quality of CFC Personal Care Services



*significance testing was not performed as sample sizes were not large enough to support this analysis

Chart 6.1c: Percentage CFC Consumers Receiving HHA Personal Care Services Who Indicated They Were Always or Almost Always Satisfied With The Quality of Services



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

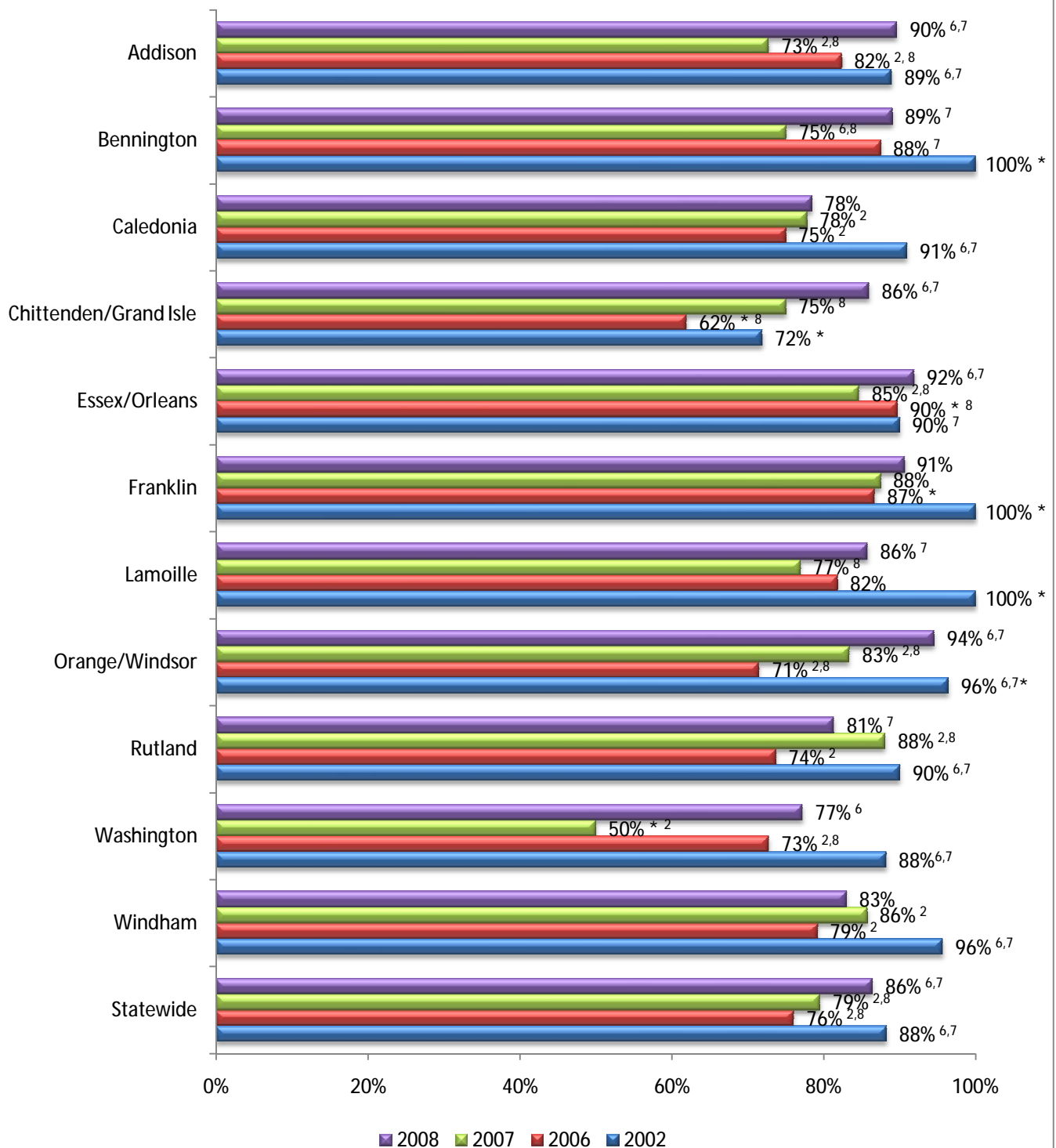
B. DEGREE TO WHICH SERVICES MET CONSUMER NEEDS

In 2008, consumers statewide indicated a significant increase in satisfaction from 2007 (86% vs. 79%) and 2006 (86% vs. 76%) with the degree to which CFC Personal Care services met their needs.

In 2008, satisfaction levels increased from 2007 survey results in eight of the eleven regions including Addison, Bennington, Chittenden/Grand Isle, Essex/Orleans, Franklin, Lamoille, Orange/Windsor and Washington counties - six of which are significant increases.

Consumers in Addison, Bennington, Chittenden/Grand Isle, Essex/Orleans, Lamoille and Orange/Windsor were significantly more likely to rate the degree to which CFC Personal Care Services met their needs as above average in 2008 than 2007. Conversely, consumers in Rutland County were significantly less likely to rate the degree to which CFC Personal Care Services met their needs as above average in 2008 than 2007. (Chart 6.2a)

Chart 6.2a: Percentage of Consumers Who Indicated That the CFC Personal Care Services Always or Almost Always Met Their Needs



*indicates statistical difference from statewide average at 5%

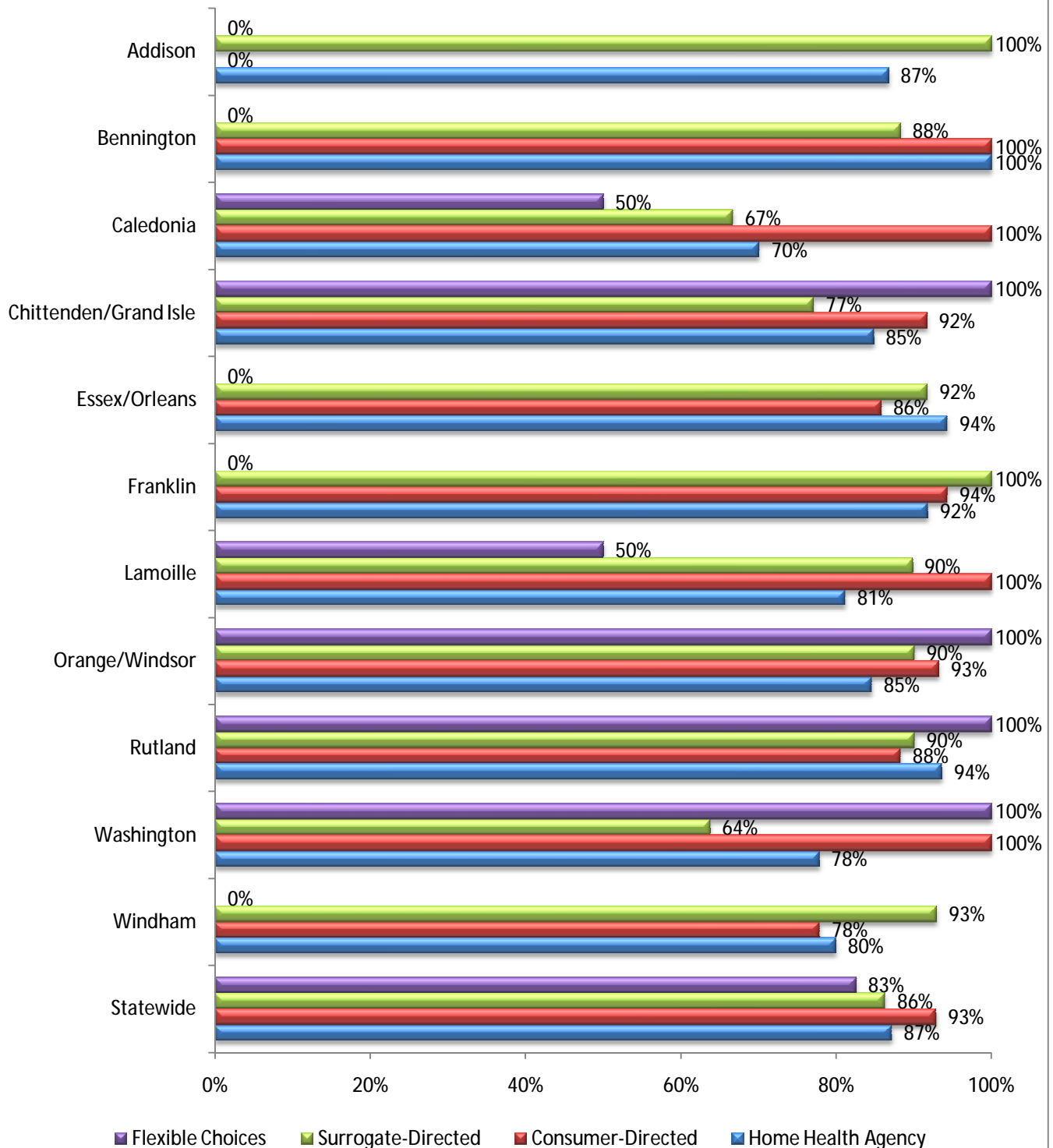
² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ indicates statistical difference from 2007 at 5%

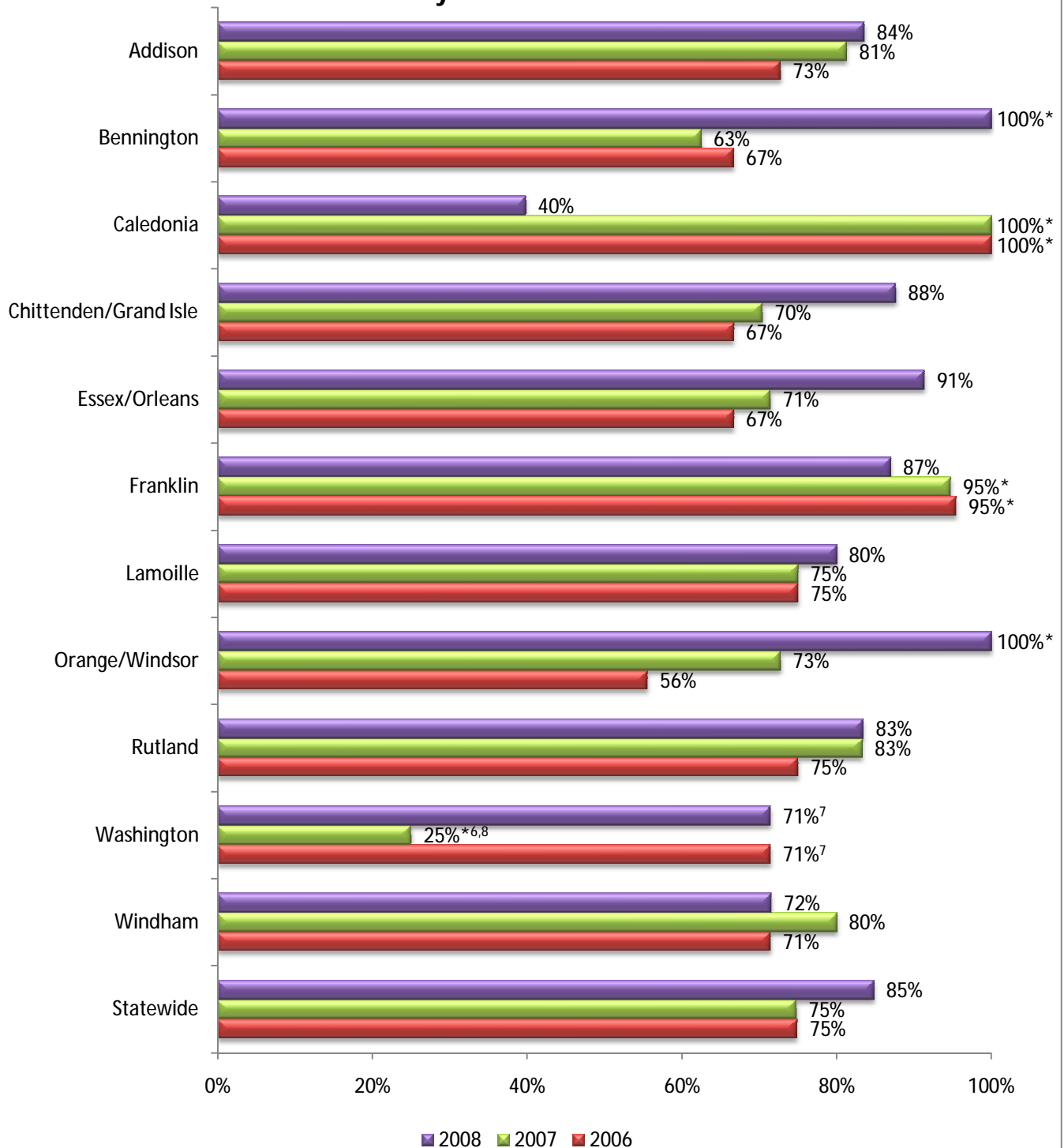
⁸ indicates statistical difference from 2008 at 5%

Chart 6.2b: Percentage of Consumers Who Indicated That CFC Personal Care Services Always or Almost Always Met Their Needs



*significance testing was not performed as sample sizes were not large enough to support this analysis

Chart 6.2c: Percentage of CFC Consumers Receiving HHA Personal Care Services Who Indicated the Services Provided Always or Almost Always Met Their Needs



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

C. RESPECTFULNESS AND COURTESY SHOWN BY CFC PERSONAL CARE SERVICES CAREGIVERS

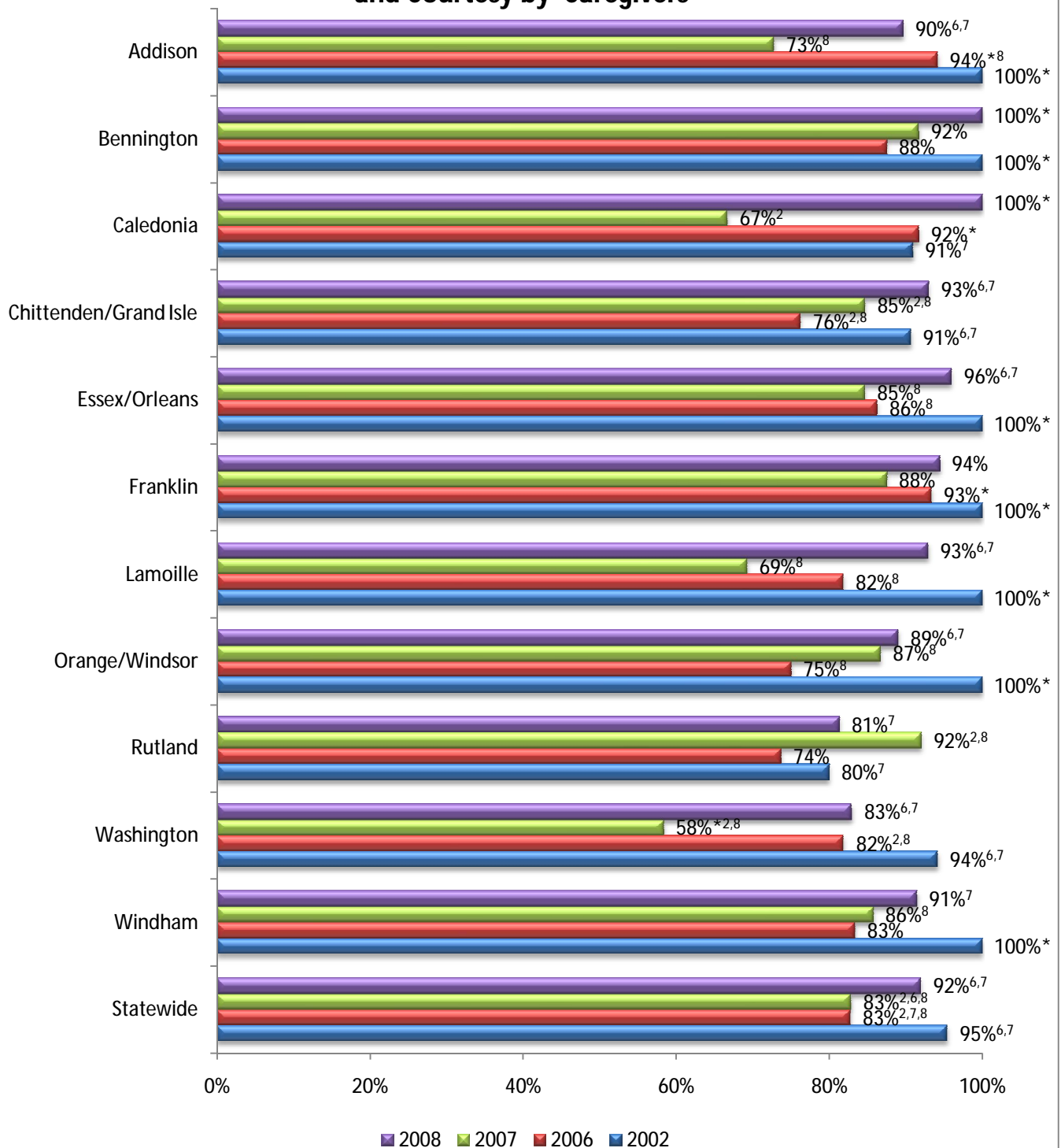
In 2008, 92% of consumers statewide indicated they were “always” or “almost always” shown respect and courtesy by CFC Personal Care Services caregivers, a significant increase from 2007 (83%) and 2006 (83%) survey results.

Satisfaction levels in ten of the eleven regions increased from 2007 to 2008 – seven of these increases were significant. Consumers in Addison, Chittenden/Grand Isle, Essex/Orleans, Lamoille, Orange/Windsor, Washington and Windham counties indicated significantly higher percentages of satisfaction with the respect and courtesy shown by CFC Personal Care Services caregivers in 2008 than in 2007.

A significantly smaller percentage of consumers rated the respectfulness and courtesy of caregivers as above average in Rutland County in 2008 than in 2007. This is the only region in which satisfaction levels fell in 2008 compared to 2007 results.

Satisfaction levels reached 100% in Addison and Caledonia counties in 2008 which represents a significant difference from the statewide average of 92%.

Chart 6.3a: Percentage of CFC Personal Care Consumers Who Indicated That They Were Always or Almost Always Shown Respect and Courtesy by Caregivers



*indicates statistical difference from statewide average at 5%

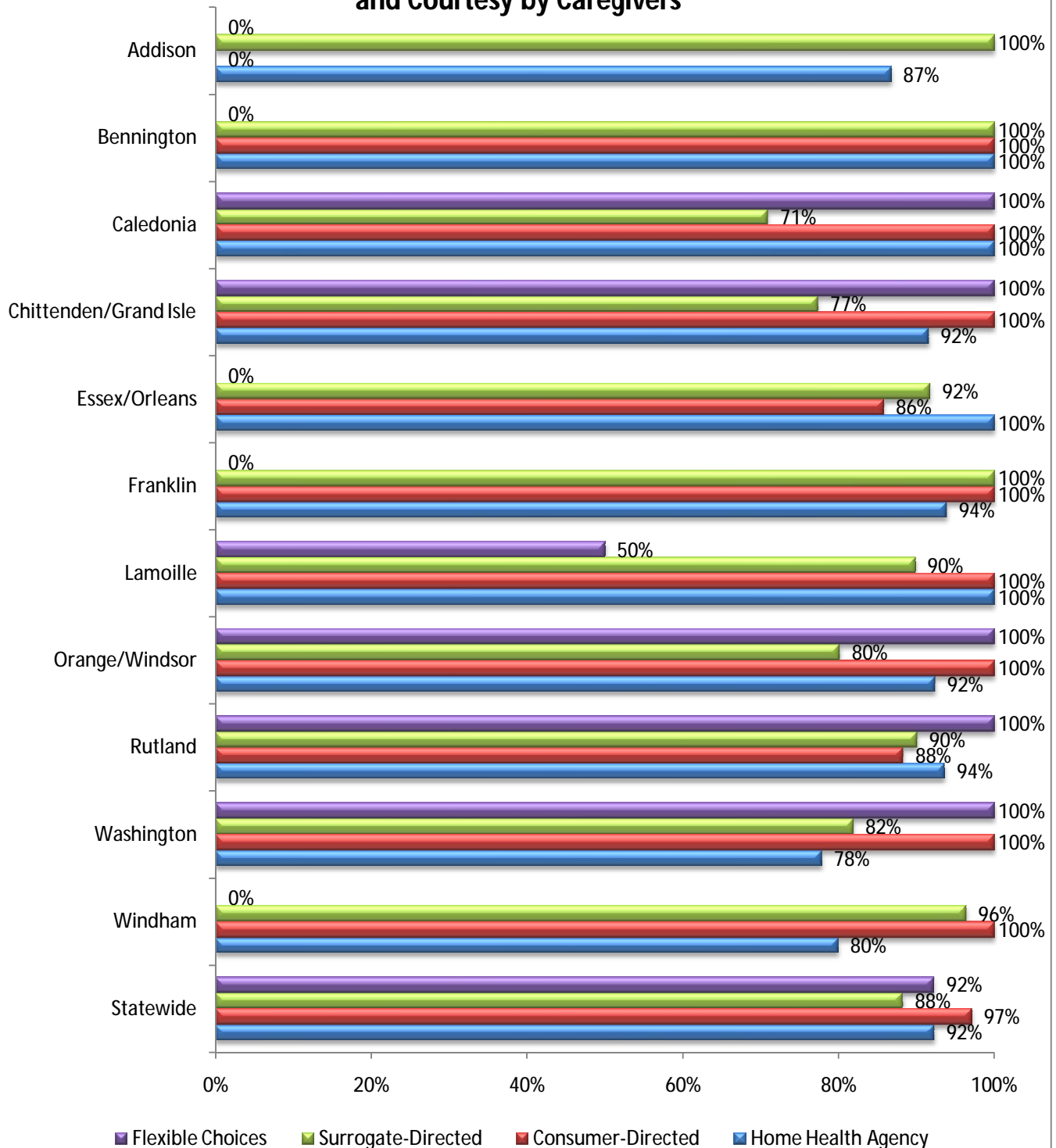
² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ indicates statistical difference from 2007 at 5%

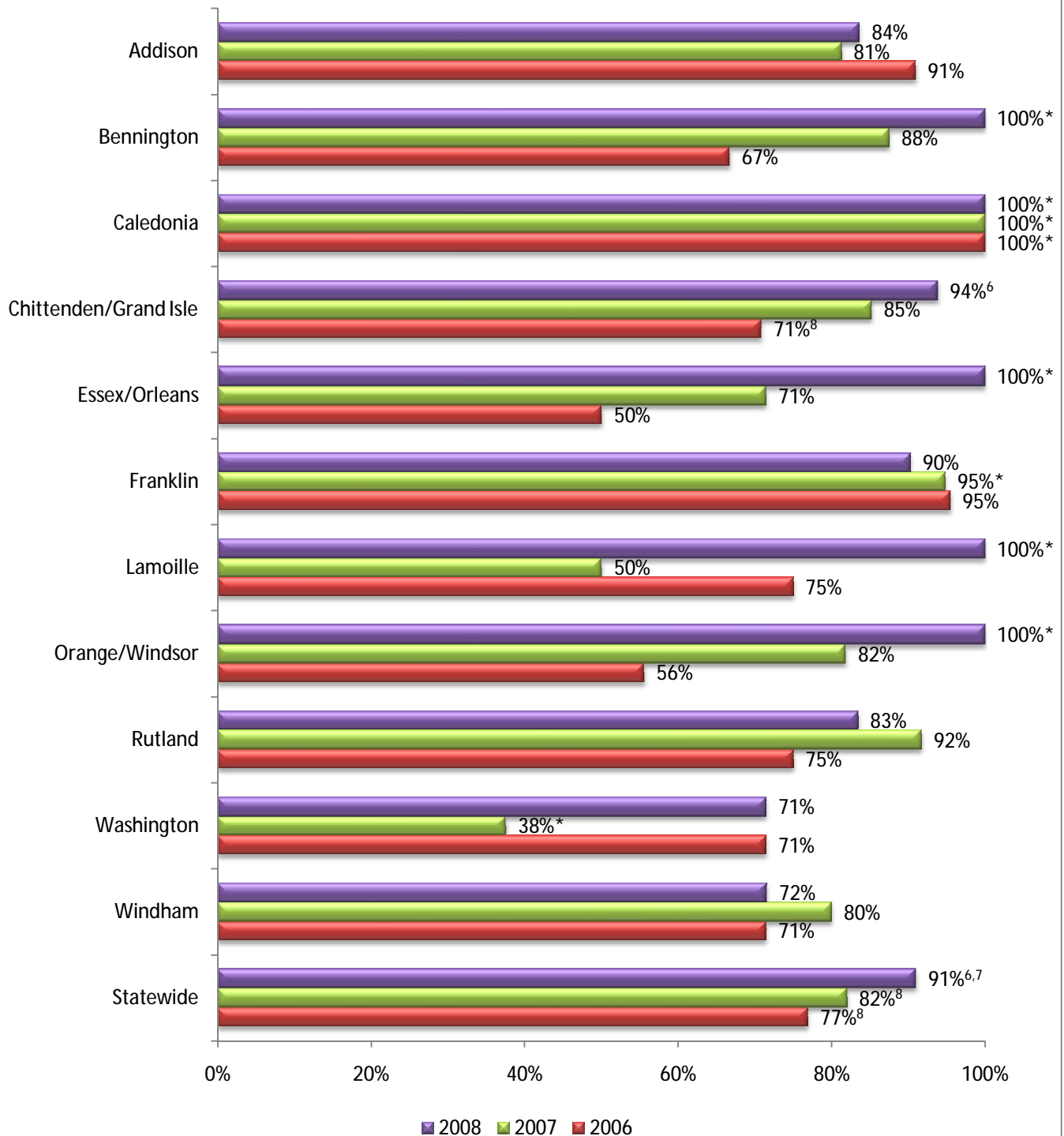
⁸ indicates statistical difference from 2008 at 5%

Chart 6.3b: Percentage of CFC Personal Care Consumers Who Indicated That They Were Always or Almost Always Shown Respect and Courtesy by Caregivers



*significance testing was not performed as sample sizes were not large enough to support this analysis

Chart 6.3c: Percentage of CFC Consumers Receiving HHA Personal Care Services Who Indicated That They Were Always or Almost Always Shown Respect and Courtesy by Caregivers



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

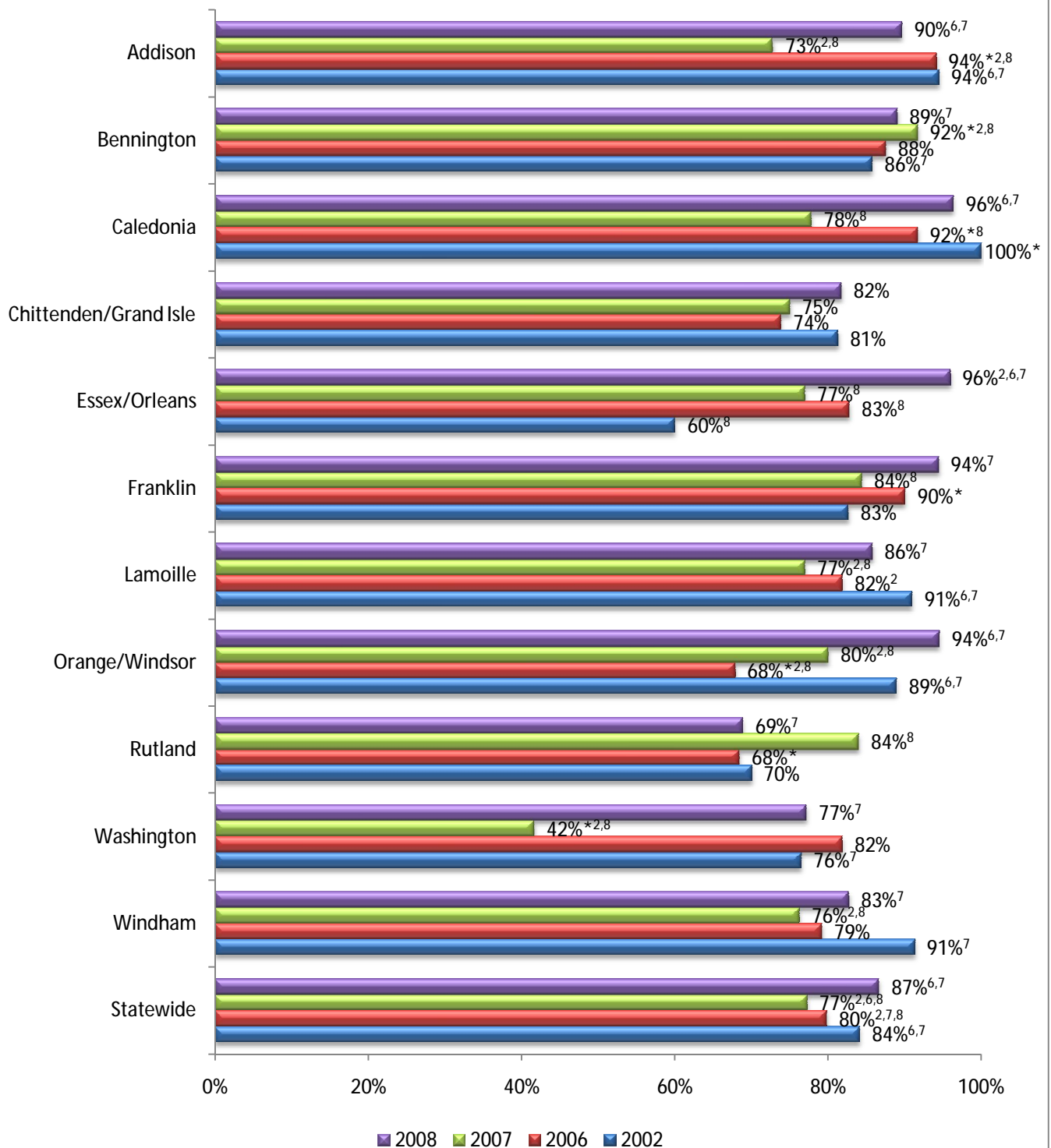
D. KNOWLEDGE OF WHOM TO CONTACT WITH COMPLAINTS OR REQUESTS

Statewide, CFC Personal Care Service consumers were significantly more likely to know whom to contact with a complaint or for more help in 2008 (87%) than in 2007 (77%) and 2006 (80%).

Increases in satisfaction from 2007 to 2008 were reported in eight of the eleven regions with seven of those increases being statistically significant. Consumers in Addison, Caledonia, Essex/Orleans, Franklin, Lamoille, Orange/Windsor and Washington counties were significantly more likely to indicate they knew whom to contact with a complaint or for more help in 2008 than in 2007.

Declines in satisfaction with this service element from 2007 were reported in Bennington (89% vs. 92%) and Rutland (69% vs. 84%). The decline in satisfaction indicated in Rutland County represents a statistically significant difference. (Chart 6.4a)

Chart 6.4a: Percentage of CFC Personal Care Consumers Who Always or Almost Always Knew Whom to Contact



*indicates statistical difference from statewide average at 5%

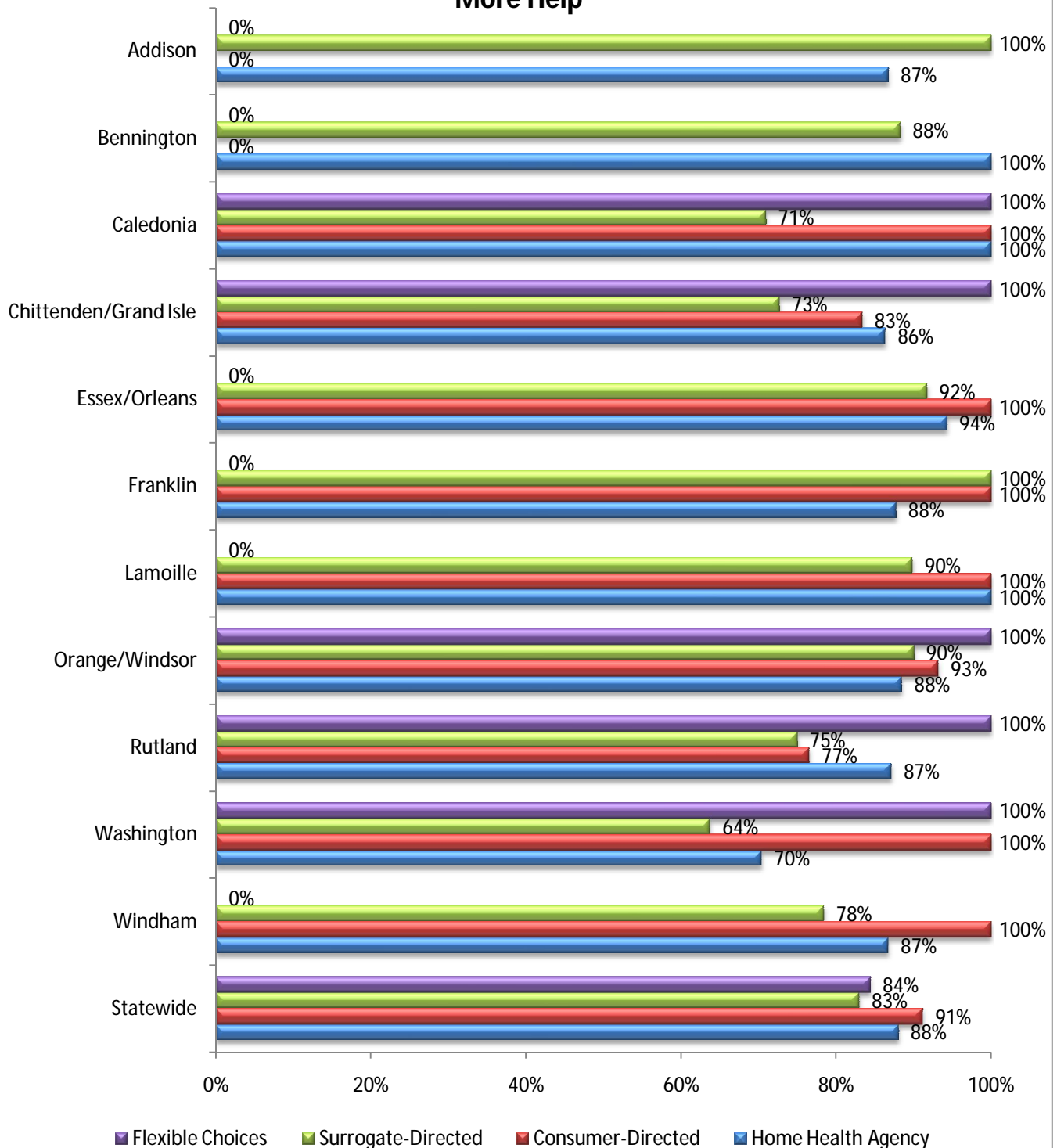
² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

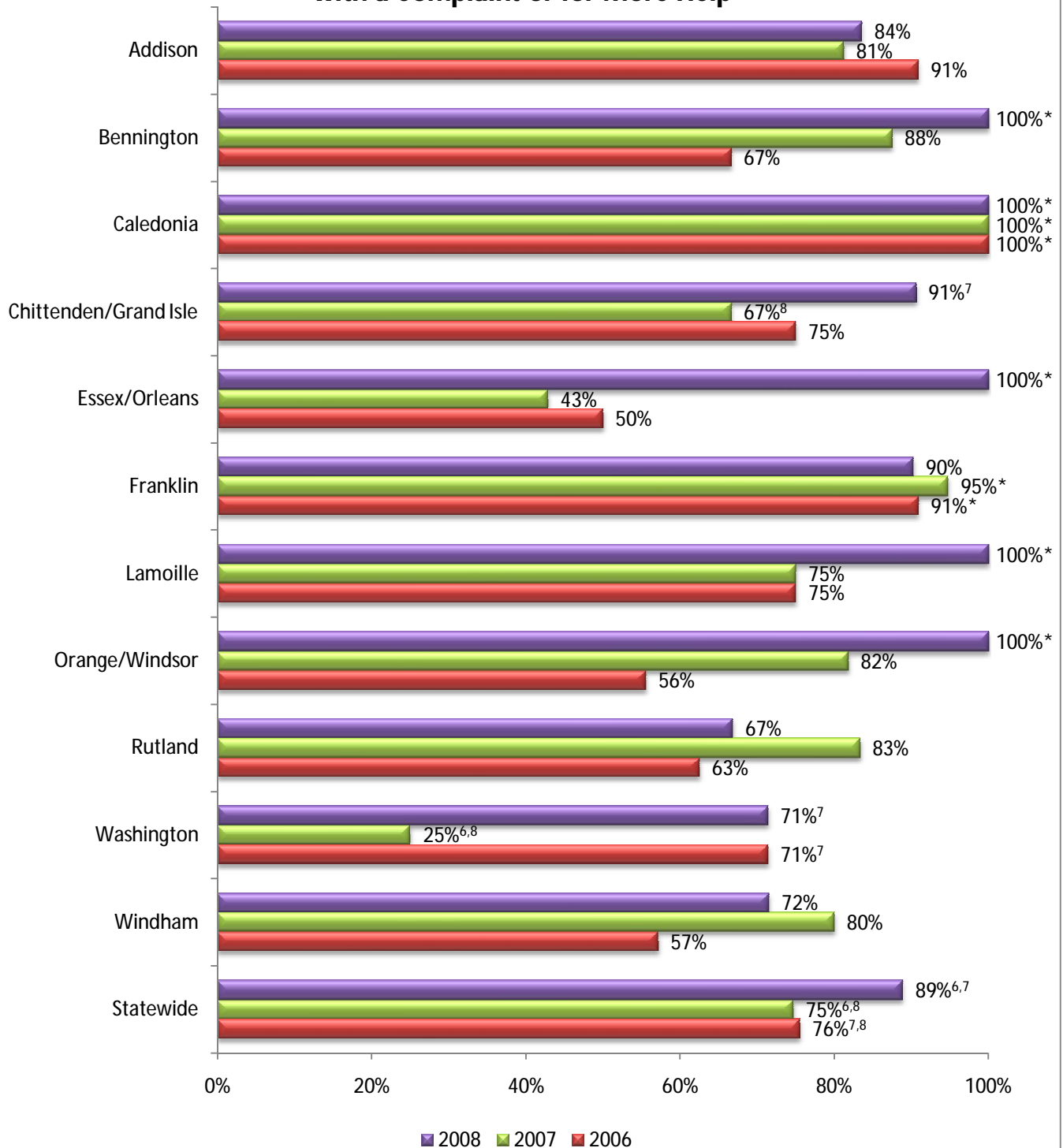
⁸ indicates statistical difference from 2008 at 5%

Chart 6.4b: Percentage of CFC Personal Care Consumers Who Always or Almost Always Knew Whom to Contact with a Complaint or for More Help



*significance testing was not performed as sample sizes were not large enough to support this analysis

Chart 6.4c: Percentage of CFC Consumers Receiving HHA Personal Care Services Who Always or Almost Always Knew Whom to Contact with a Complaint or for More Help



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

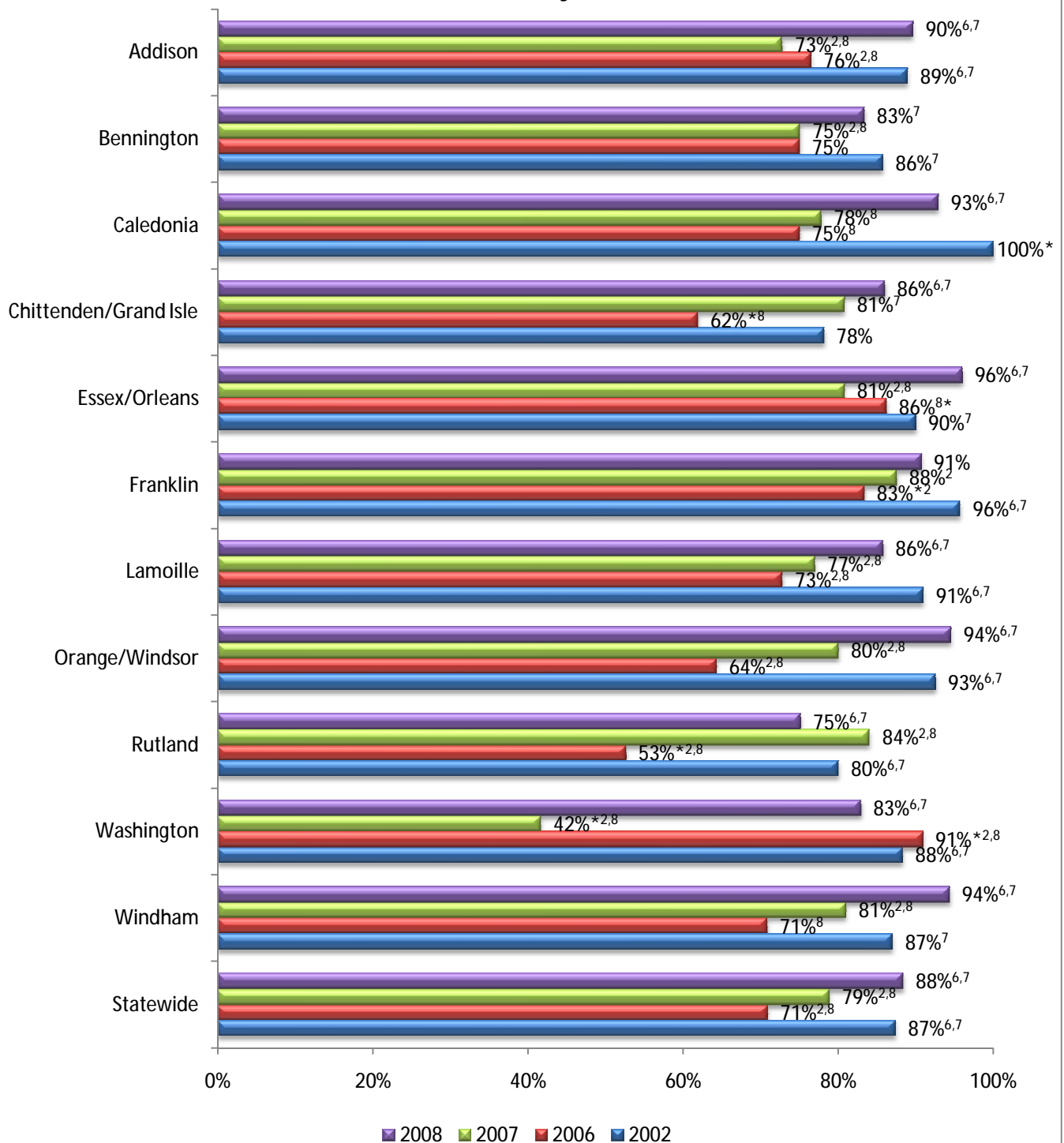
E. MEETING CONSUMERS NEEDS WHEN AND WHERE NECESSARY

Statewide in 2008, 88% of consumers indicated CFC Personal Care Services were “always” or “almost always” provided when and where they were needed. This percentage is significantly higher than results reported in both 2007 (79%) and 2006 (71%).

Increases in satisfaction were reported in ten of the eleven regions in 2008; nine of these increases were statistically significant. The only decrease in satisfaction in 2008 was reported in Rutland County, where consumers were significantly less likely to indicate the CFC Personal Care Services they received were provided when and where they were necessary in 2008 than in 2007 (75% vs. 84%).

The highest levels of satisfaction with this program aspect in 2008 were reported in Essex/Orleans (96%), Orange/Windsor (94%), Windham (94%) and Caledonia (93%) counties. (Chart 6.5a)

Chart 6.5a: Percentage of Consumers Who Indicated The CFC Personal Care Services Were Always or Almost Always Provided When and Where They Needed Them



*indicates statistical difference from statewide average at 5%

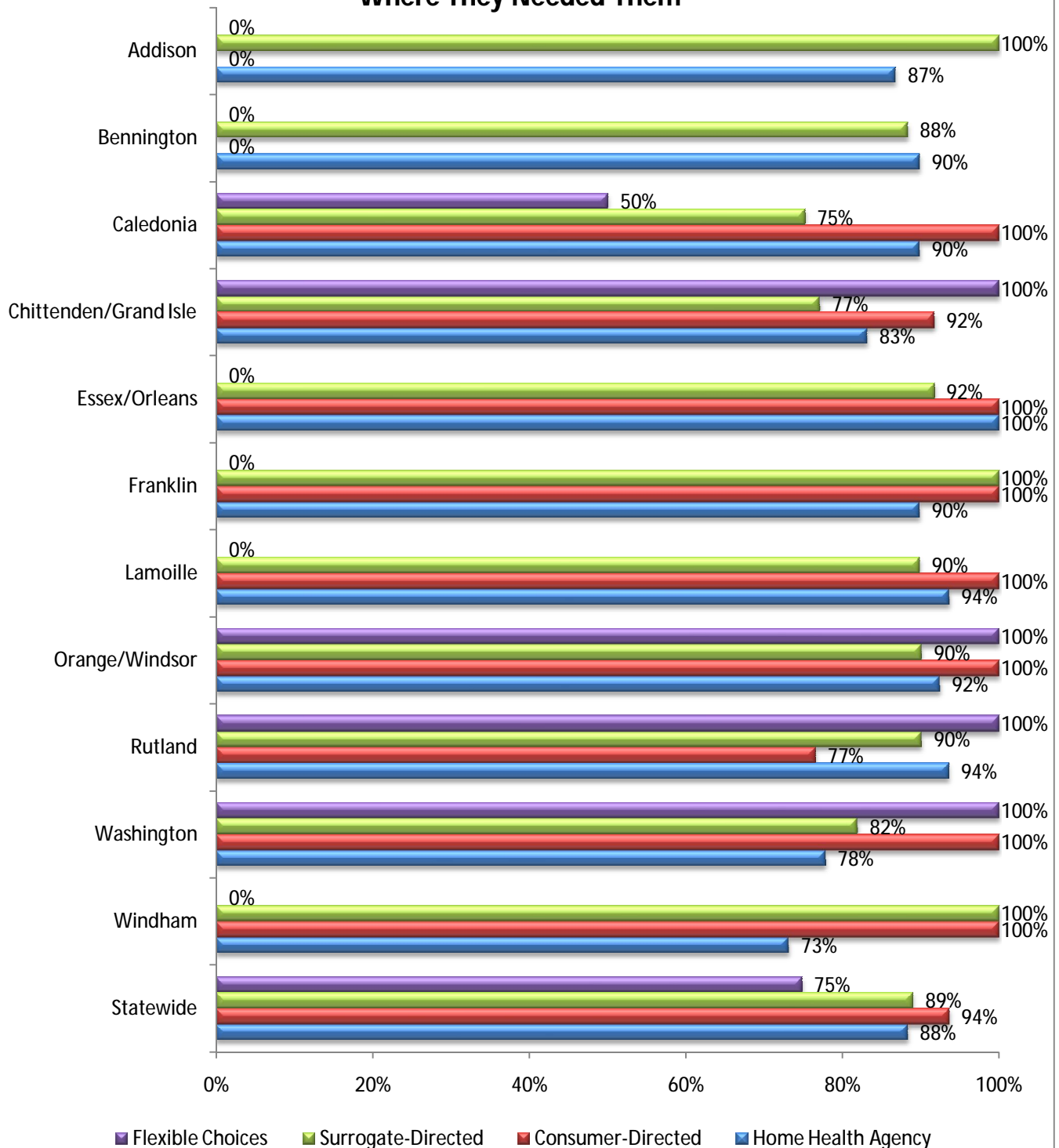
² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ indicates statistical difference from 2007 at 5%

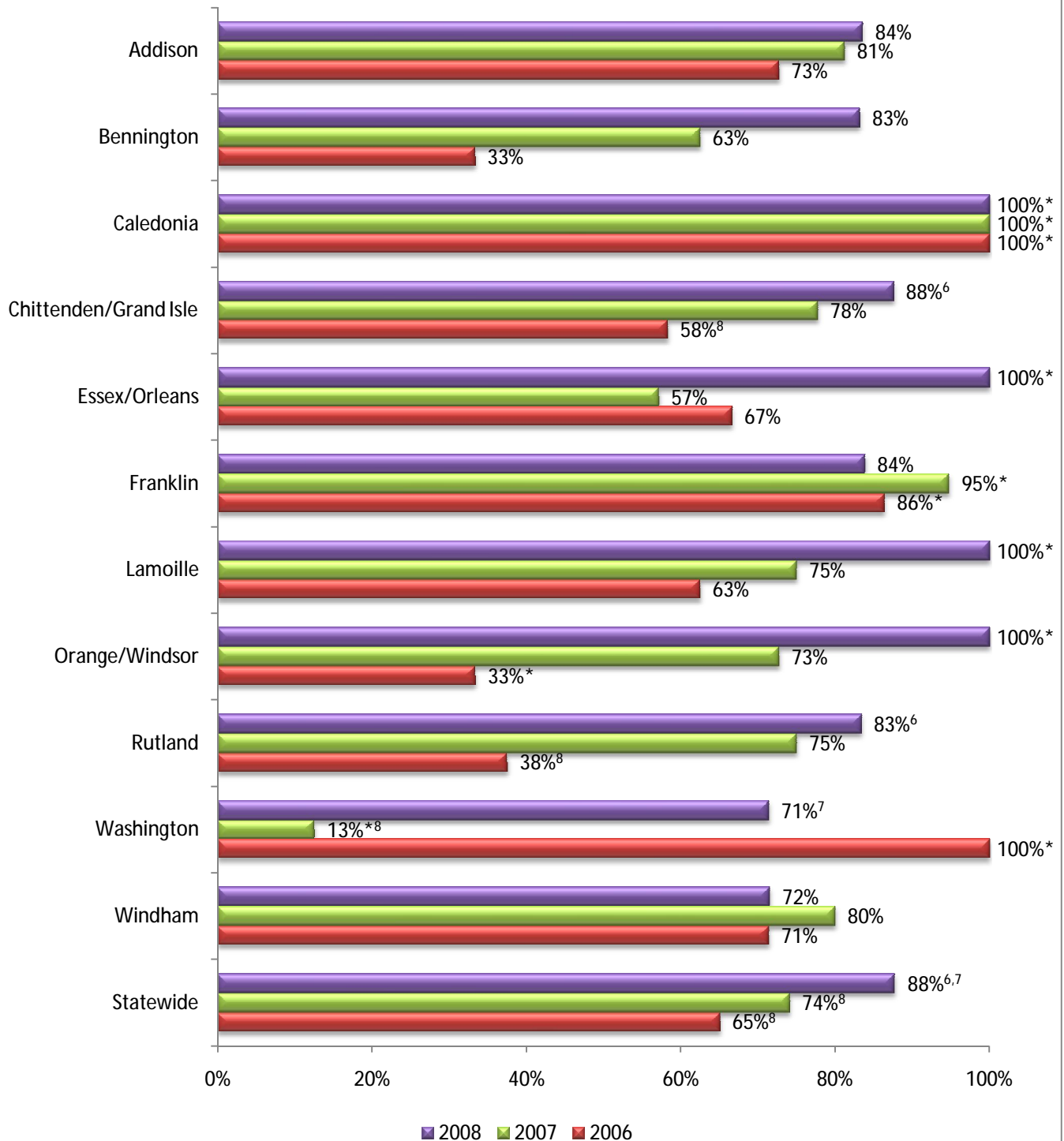
⁸ indicates statistical difference from 2008 at 5%

Chart 6.5b: Percentage of Consumers Who Indicated the CFC Personal Care Services Were Always or Almost Always Provided When and Where They Needed Them



*significance testing was not performed as sample sizes were not large enough to support this analysis

Chart 6.5c: Percentage of CFC Consumers Receiving HHA Personal Care Services Who Indicated that the Services Always or Almost Always Met Their Needs



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

CHAPTER VII. HOME DELIVERED MEALS

In 2008, as in 2002, 2006, and 2007 the CSS included a set of questions exclusively for participants receiving Home-Delivered Meals (HDM). These questions were intended to provide additional information about the length of consumer participation in the program, the number of meals received per week, and the adequacy of the meals for particular health problems, as well as client participation in other food programs.

The 2008 survey results show that, overall, 202 elderly and disabled respondents who participated in the State's long-term care programs also received home-delivered meals, and 146 respondents received home-delivered meals sometime in the past (pre-2008).

The 2008 survey included a series of questions about different aspects of program support and service delivery. In the questionnaire, respondents were asked to rate various service elements using the following five-point scale: "always," "almost always," "sometimes," "seldom," and "never."

Overall, responses to the home-delivered meals are more positive in 2008 than they were in 2007, 2006 and 2002. Results showed that most elderly and disabled Vermonters who received assistance from the State's long-term care programs perceived the home-delivered meals program positively on a several measures:

- About three quarters of consumers (74%) reported that the food delivered tasted good.
- Many consumers had health conditions that affected the foods they were advised to eat (45%) and felt the food delivered met their dietary needs (89%).
- The majority of consumers (95%) felt that the home-delivered meals program improved the quality of their lives.

Survey results from HDM participants are provided in Charts 7.1-7.11.

A. HDM PARTICIPATION AND PROGRAM SPECIFIC QUESTIONS

Charts 7.1-7.8 present results from several questions asked to measure participation in the HDM program, and questions asked exclusively of HDM program participants.

Chart 7.1: Do You Currently Receive Meals Through the Home Delivered Meals Program?

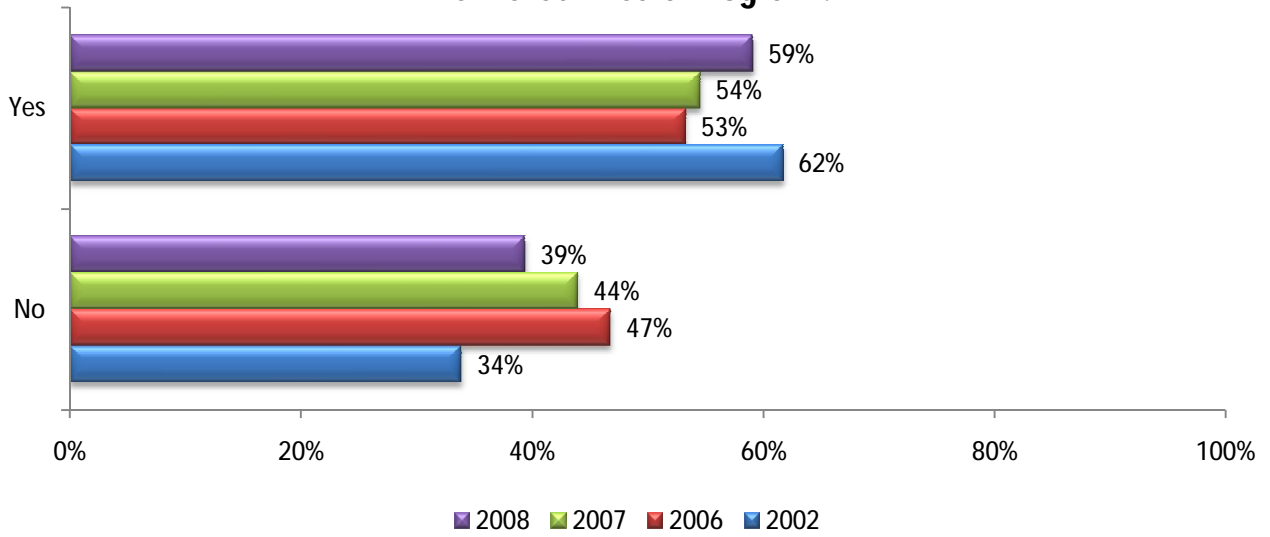


Chart 7.2: Did you receive meals in the past?

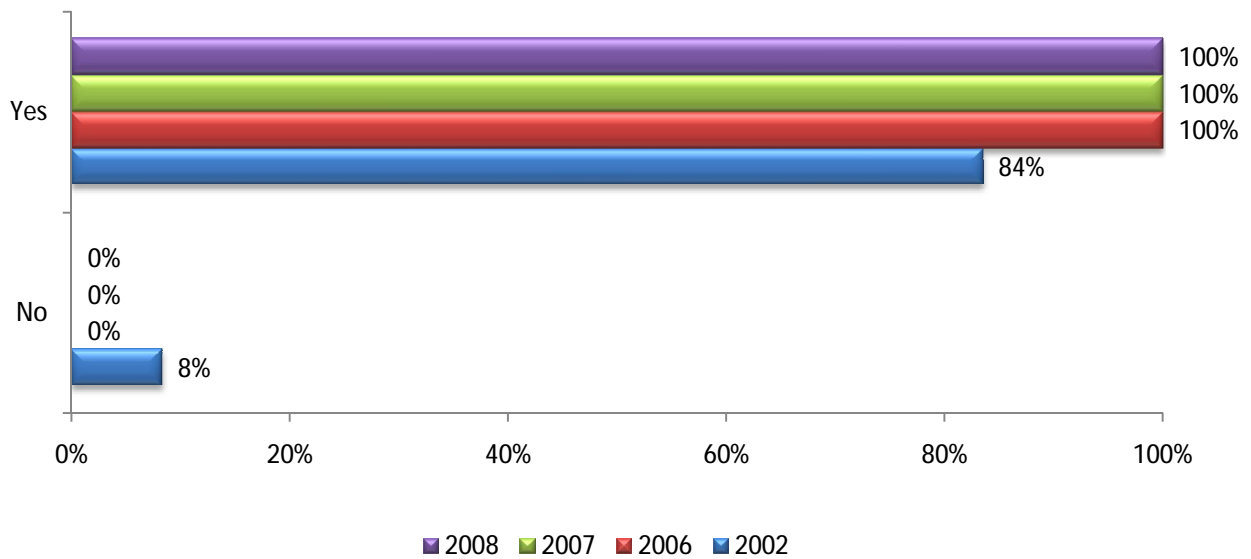


Chart 7.3: How Long Have You Been Receiving Home Delivered Meals?

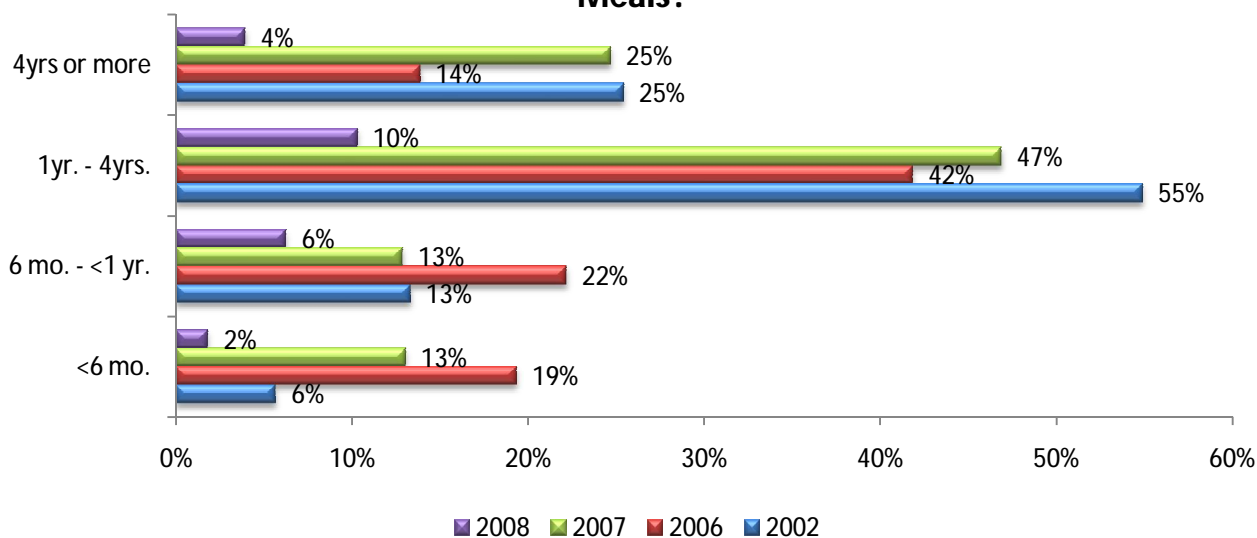


Chart 7.4: Do You Have Any Health Conditions that Affect Which Foods You Have Been Advised to Eat?

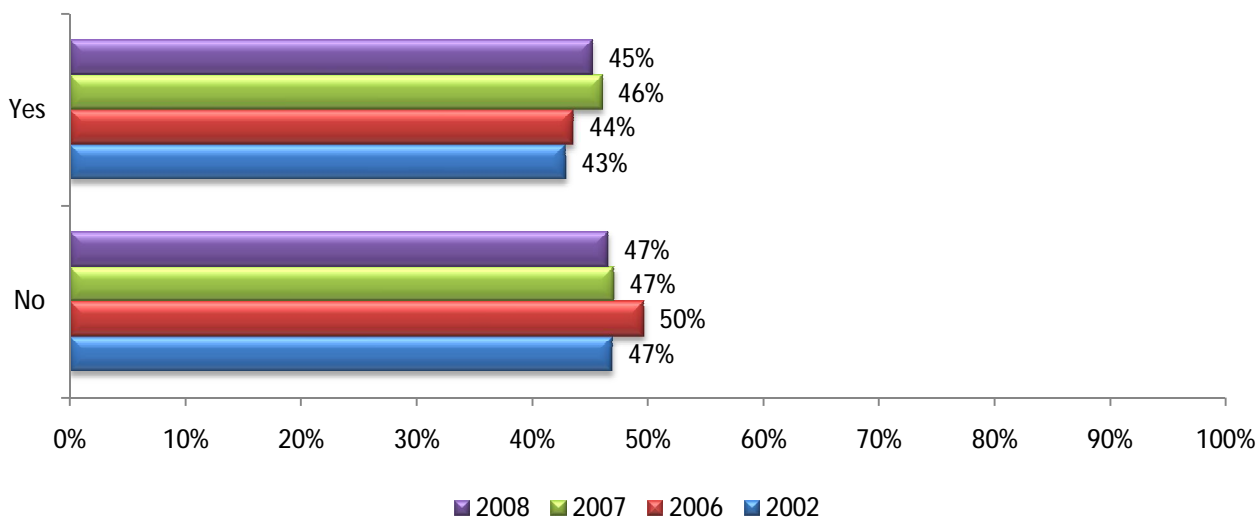


Chart 7.5: How Many Meals per Week Do You Receive?

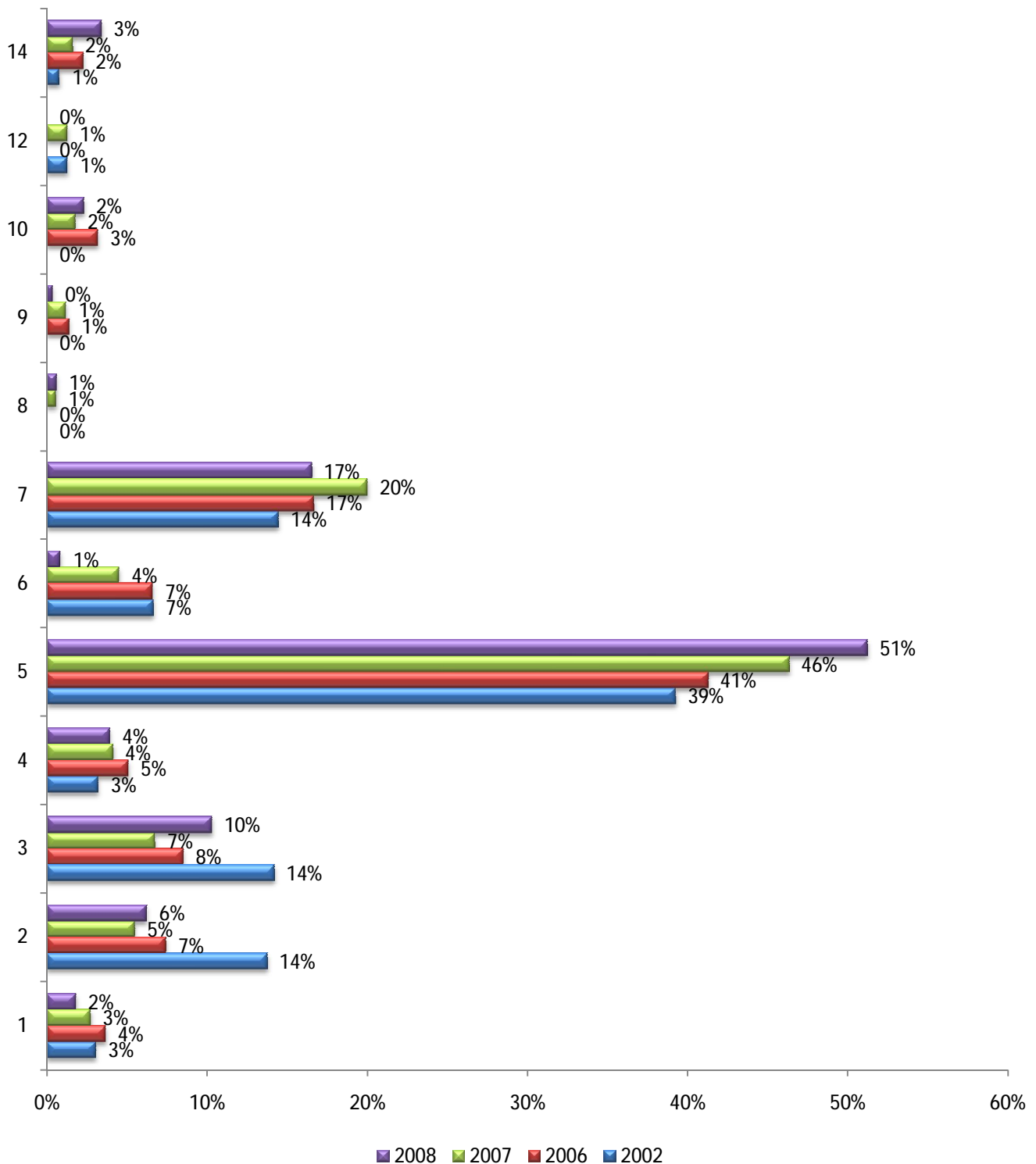


Chart 7.6: How Often Do Foods Offered through the Home Delivered Meals Program Meet Your Specific Dietary Needs?

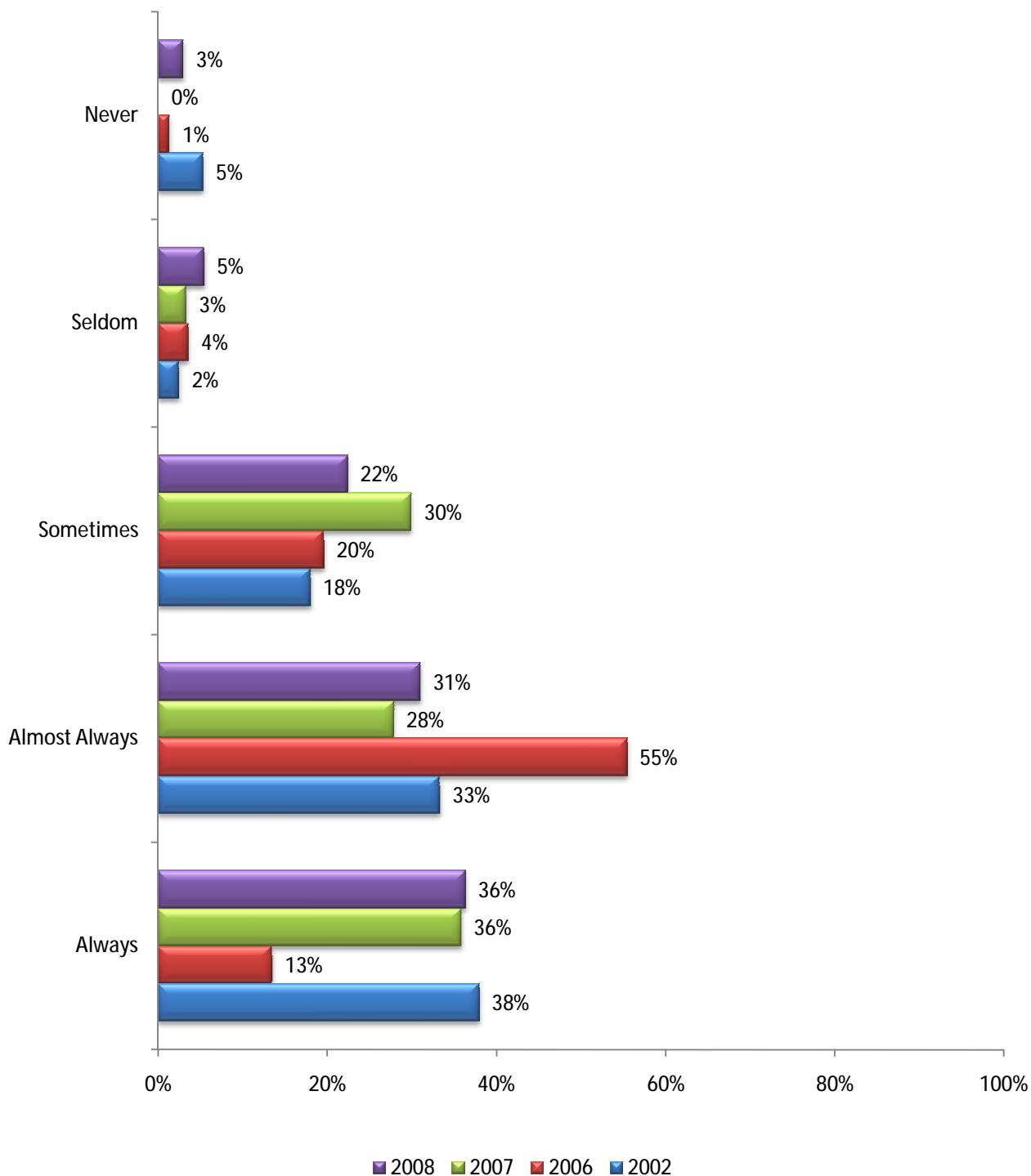
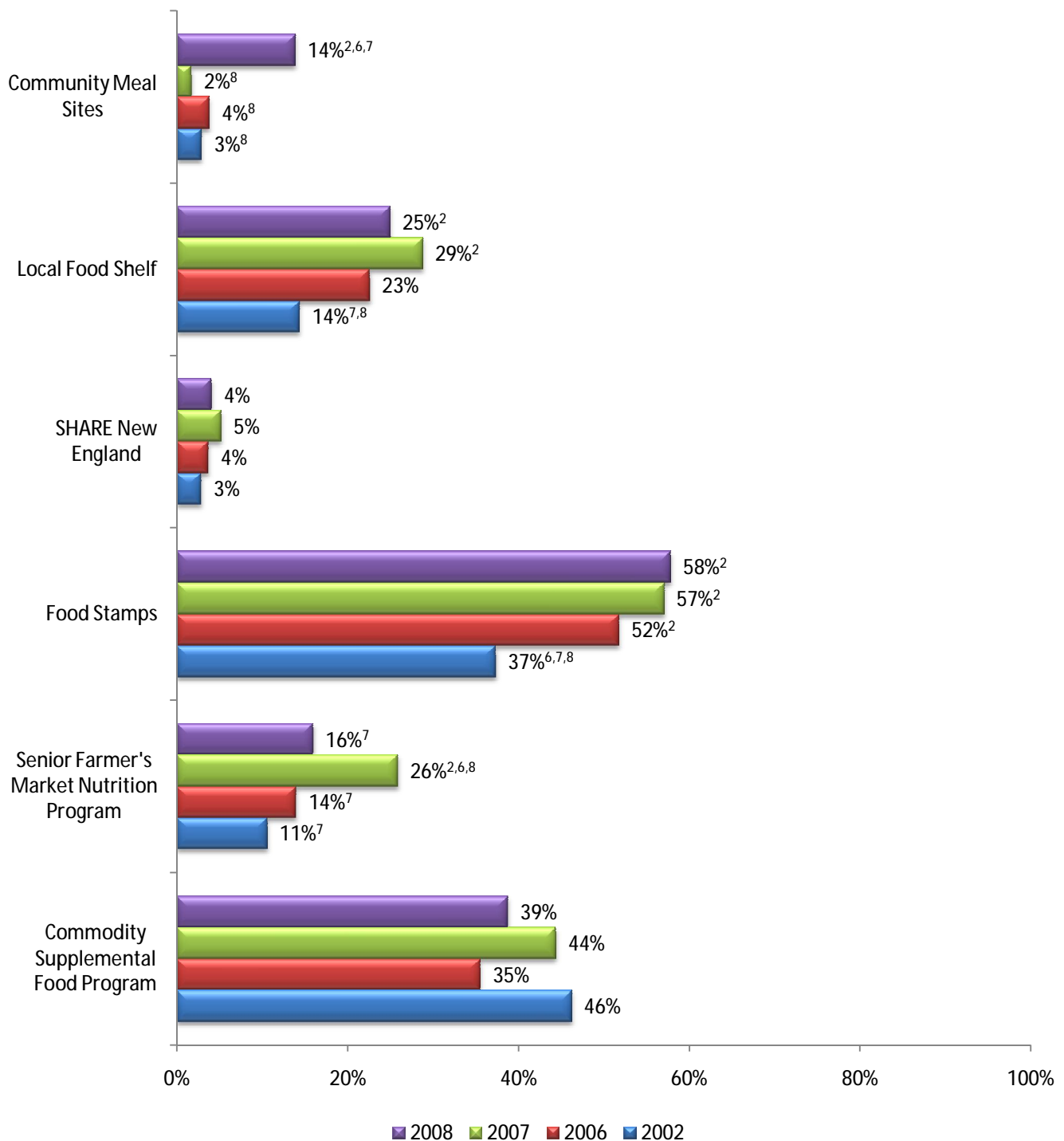


Chart 7.7: Do You Participate in the Following Programs?



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

B. VALUE AND QUALITY OF LIFE MEASURES

HDM participants provided overwhelming positive responses to questions regarding the value of the program services, and its impact on their lives:

- 88% of consumers reported that the help they received made their lives "somewhat" or "a lot better". (Chart 7.9)
- 66% of consumers rated their overall quality of life as "excellent" or "good" – a slight increase from 2007 (65%) 2006 (57%) and 2002 (56%) results. (Chart 7.10)
- Only 8% of HDM consumers rated their overall quality of life as "poor".

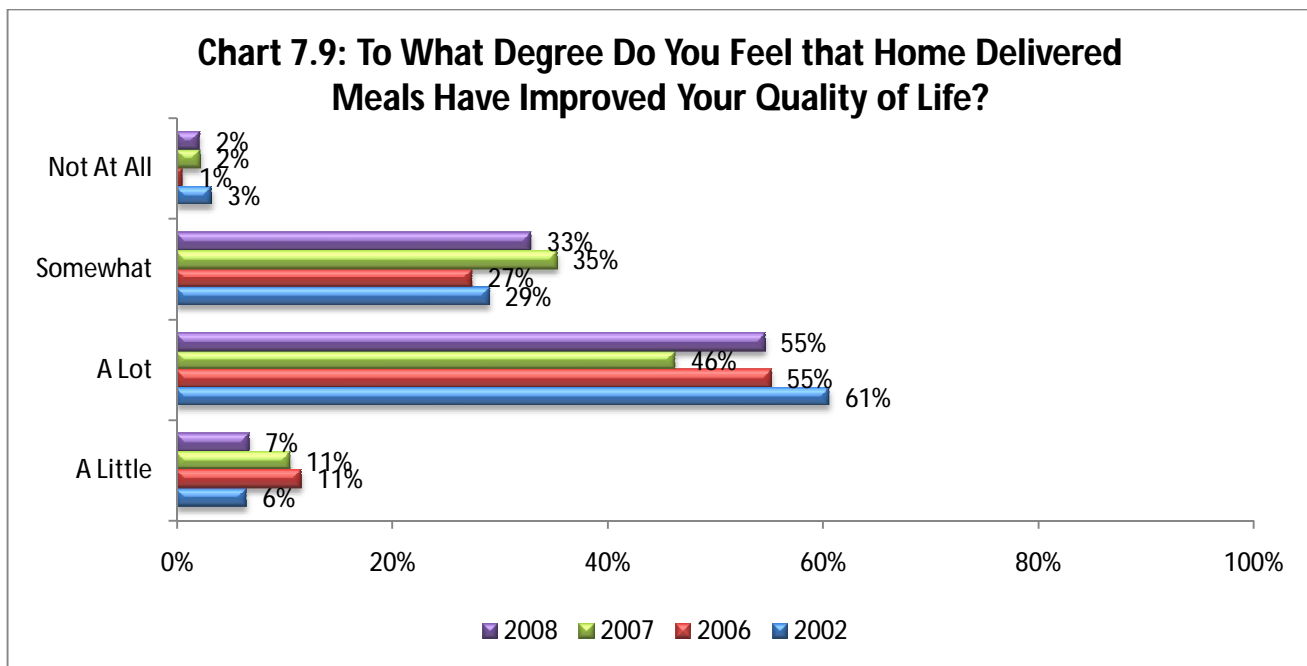
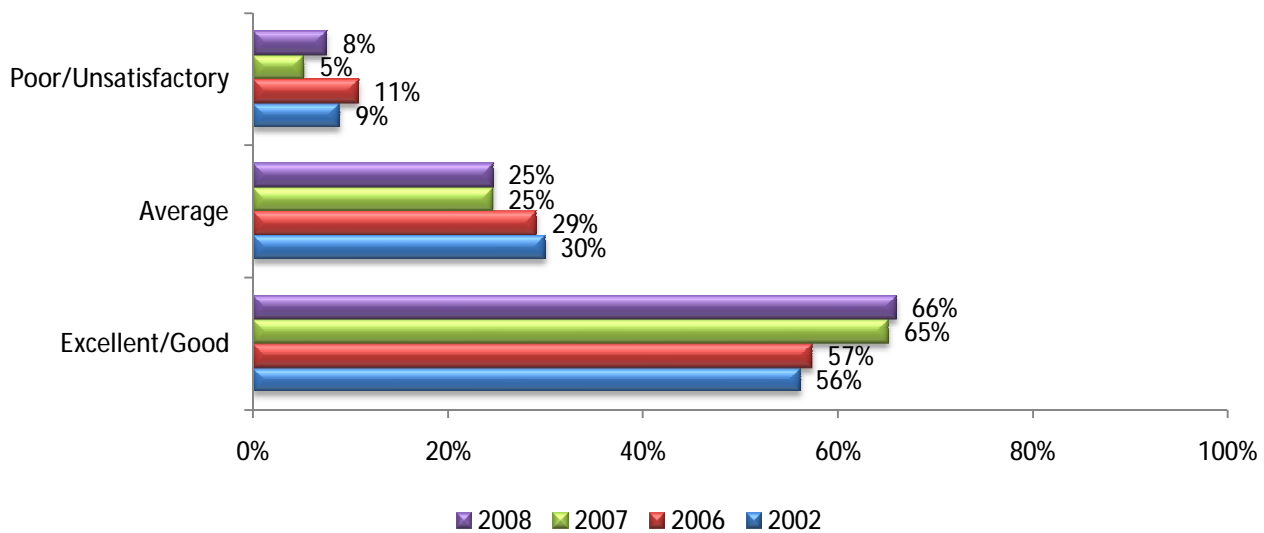


Chart 7.10: Overall, How Would You Rate Your Quality of Life?

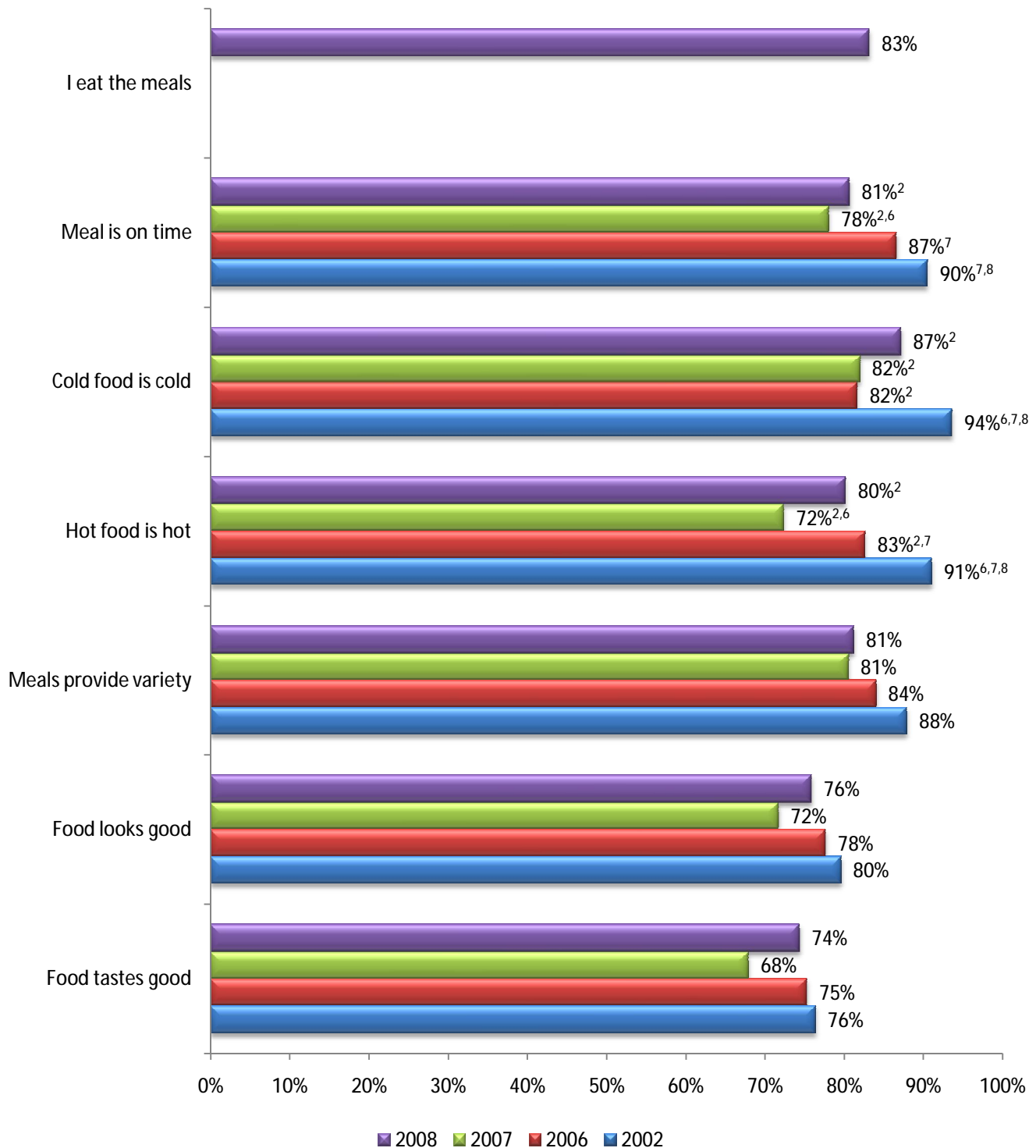


C. SATISFACTION WITH HOME DELIVERED MEALS PROGRAM

Consumer satisfaction with HDM in 2008 increased for all but one of the six program measures – “meals provide a variety of foods” remained at 81%. Although an increase in satisfaction was observed from 2007 survey results, none of these changes are statistically significant. HDM consumers were most satisfied with “the cold food is cold” (87%) followed closely with the “meals provide variety” (81%) and “meal is on time” (81%) in 2008. As in years past, HDM consumers were least satisfied with “the food tastes good” (74%).

Added to the survey questionnaire in 2008 was item “G.” “I eat the meals that are delivered”, to which 83% of consumers responded “Always” or “ Almost Always”. (Chart 7.11)

Chart 7.11: Percent of Respondents Who Rated Home-Delivered Meals Characteristics as Always or Almost Always



*indicates statistical difference from statewide average at 5%

² indicates statistical difference from 2002 at 5%

⁶ indicates statistical difference from 2006 at 5%

⁷ Indicates statistical difference from 2007 at 5%

⁸ indicates statistical difference from 2008 at 5%

APPENDIX A. SURVEY METHODOLOGY

I. Survey Sampling

The sampling plan was designed to provide survey results at the program level, as well as statewide. Specifically, the survey sample was defined as a stratified sample with disproportionate allocation.

Sample strata were defined at the program level and were designed to support estimates of percentages with a worst-case standard error of 5% at the county or regional level. Precision at the State level was not explicitly specified; rather, it depended on the sample sizes resulting from aggregating the sample sizes from the county and regional levels. Since some respondents belong to more than one program, the total number of interviews will not equal the sum of the number of interviews in each program.

In 2002, 2006, 2007 and 2008, the responses provided by respondents receiving Home Delivered Meals were excluded from all charts except for chapter 7, which asks questions specific to Home Delivered Meals. In 2008, 348 of the total 936 responders provided responses that were only reported in the chapter 7 Home Delivered Meals charts.

Sample Size Computations

This disproportionate stratified sample design requires random sampling to occur at the program level. Given the small (from a statistical perspective) average number of cases per program, it is essential that the finite population correction factor is used when determining the sample sizes and computing error margins for the response data. To operationalize general sample size requirements for each survey, it is standard to consider an estimate (\hat{p}) of a population proportion (p) from a random sample of size n from a population of size N . The standard interpretation of a 95 percent confidence interval around \hat{p} is that if the survey were repeated 20 times, an interval constructed as $\hat{p} \pm d$ will contain the true value of the population proportion (p) 19 out of 20 times. The half-width of the confidence interval (d) depends on the sampling variance of statistic and the level of confidence associated with the interval. This study specified the precision of the estimates in terms of the sampling variance of the percentages, as expressed in terms of a standard error $SE(\hat{p})$, rather than in terms of a confidence interval half width.

Using the normal approximation to the distribution of the sample proportion estimate, the standard

$$\sqrt{\frac{N-n}{N-1}} \sqrt{\frac{p(1-p)}{n}} < SE(\hat{p})$$

error, $SE(\hat{p})$ and the population and sample sizes are related by the following inequality:¹

Minimum required sample sizes are obtained by setting this equation to equality and solving for n , which yields:

¹ Cochran, W.G. 1963. *Sampling Techniques*. New York: John Wiley & Sons p. 74.

$$n = \frac{\frac{p(1-p)}{SE(\hat{p})}}{1 + \frac{1}{N} \left(\frac{p(1-p)}{SE(\hat{p})} - 1 \right)}$$

The size of the confidence interval varies with the value of p , taking on its maximum value at $p = .5$. For this study, p was assumed to be .5, and the targeted value for the standard error, $SE(\hat{p})$ was taken at 5%, or .05. The denominator of the above equation reflects the finite population correction (FPC) factor. The FPC takes into account the fact that the survey population is finite in size and that sampling is conducted without replacement. It is applied when the sampling fraction for a given population is large and provides a more precise estimate of the true mean response.

Sample sizes were computed using the equation above, based on these assumed and the population sizes N for each program.

Sampling Procedures

The sampling frame for each survey period was constructed using the Department's consumer database. Lists of active cases were provided to Macro International in electronic format in the fall of 2008. A total of 1,750 cases were provided. In order to complete the target number of surveys, an interview was attempted with each case in the frame.

II. Survey Weighting

Survey weighting is used to assign greater relative importance to some sampled elements than to others in the survey analysis and may be used to "post-stratify" survey data for analysis and make adjustments for total non-response. Since an interview was attempted with each case in the sample frame, no adjustment is necessary to account for disproportionate sampling.

To correct for non-response at the county or regional level, a weighting factor was computed to adjust the number of responding cases to equal the number of cases in the frame for each county or region. Effectively, this allows those who did respond for each county or region to represent those who did not respond. Using the notation developed above, and letting r_i represent the number of clients who responded for the i^{th} county or region, we compute the second component of the weight as:

$$W_i = \frac{n_i}{r_i}$$

III. Survey Analysis

Survey data analysis answered the key research questions identified by the Department. Two primary statistical analysis tools helped to analyze the survey data:

- **Descriptive Statistics**

Response frequencies for survey variables were analyzed and descriptive results, or trends, were identified. Statewide percents are computed were computed as weighted percents from aggregate data.

- **Tests for Statistical Differences**

T-tests for proportions determined whether there were statistically significant differences among sub-groups of the survey population. Results of these tests are reported in terms of their level of significance, or p-value, of the statistical test. The smaller the p -value, the heavier the weight of the sample evidence that there is a statistical difference between groups.

All analyses were conducted using the SAS software package, and incorporated the weights described above. This software correctly models the stratified sampling design, resulting in accurate estimates of variances underlying error margins and other tests for differences among groups.

APPENDIX B. NUMBER OF RESPONDENTS TO EACH SURVEY QUESTION

N_1

Sample Sizes for Chart 1_1

Region	Year	N
9	2002	43
	2006	39
	2007	46
	2008	45
	2002	33
	2006	20
	2007	28
	2008	33
	2002	30
	2006	21
	2007	26
	2008	36
	2002	53
	2006	69
	2007	92
	2008	91
	2002	37
	2006	51
	2007	49
	2008	59
	2002	40
	2006	55
	2007	53
	2008	51
	2002	38
	2006	21
	2007	31
	2008	34
	2002	44
	2006	55
	2007	75
	2008	77
	2002	30
	2006	58

Region	Year	N
	2007	82
	2008	63
	2002	51
	2006	30
	2007	50
	2008	40
	2002	48
	2006	39
	2007	39
	2008	58

Sample Sizes for Chart 1_2

Region	Year	N
9	2002	43
	2006	39
	2007	46
	2008	45
	2002	33
	2006	20
	2007	28
	2008	33
	2002	30
	2006	21
	2007	26
	2008	36
	2002	53
	2006	69
	2007	92
	2008	91
	2002	37
	2006	51
	2007	49
	2008	59
	2002	40
	2006	55
	2007	53
	2008	51
	2002	38

Region	Year	N
	2006	21
	2007	31
	2008	34
	2002	44
	2006	55
	2007	75
	2008	77
	2002	30
	2006	58
	2007	82
	2008	63
	2002	51
	2006	30
	2007	50
	2008	40
	2002	48
	2006	39
	2007	39
	2008	58

Sample Sizes for Chart 1_3

Region	Year	N
9	2002	43
	2006	39
	2007	46
	2008	45
	2002	33
	2006	20
	2007	28
	2008	33
	2002	30
	2006	21
	2007	26
	2008	36
	2002	53
	2006	69
	2007	92
	2008	91

Region	Year	N
	2002	37
	2006	51
	2007	49
	2008	59
	2002	40
	2006	55
	2007	53
	2008	51
	2002	38
	2006	21
	2007	31
	2008	34
	2002	44
	2006	55
	2007	75
	2008	77
	2002	30
	2006	58
	2007	82
	2008	63
	2002	51
	2006	30
	2007	50
	2008	40
	2002	48
	2006	39
	2007	39
	2008	58

Sample Sizes for Chart 1_4

Region	Year	N
9	2002	43
	2006	39
	2007	46
	2008	45
	2002	33
	2006	20
	2007	28

Region	Year	N
	2008	33
	2002	30
	2006	21
	2007	26
	2008	36
	2002	53
	2006	69
	2007	92
	2008	91
	2002	37
	2006	51
	2007	49
	2008	59
	2002	40
	2006	55
	2007	53
	2008	51
	2002	38
	2006	21
	2007	31
	2008	34
	2002	44
	2006	55
	2007	75
	2008	77
	2002	30
	2006	58
	2007	82
	2008	63
	2002	51
	2006	30
	2007	50
	2008	40
	2002	48
	2006	39
	2007	39
	2008	58

Sample Sizes for Chart 1_5

Region	Year	N
9	2002	43
	2006	39
	2007	46
	2008	45
	2002	33
	2006	20
	2007	28
	2008	33
	2002	30
	2006	21
	2007	26
	2008	36
	2002	53
	2006	69
	2007	92
	2008	91
	2002	37
	2006	51
	2007	49
	2008	59
	2002	40
	2006	55
	2007	53
	2008	51
	2002	38
	2006	21
	2007	31
	2008	34
	2002	44
	2006	55
	2007	75
	2008	77
	2002	30
	2006	58
	2007	82
	2008	63
	2002	51
	2006	30
	2007	50
	2008	40

Region	Year	N
	2002	48
	2006	39
	2007	39
	2008	58

Sample Sizes for Chart 1_6

Region	Year	N
9	2002	43
	2006	39
	2007	46
	2008	45
	2002	33
	2006	20
	2007	28
	2008	33
	2002	30
	2006	21
	2007	26
	2008	36
	2002	53
	2006	69
	2007	92
	2008	91
	2002	37
	2006	51
	2007	49
	2008	59
	2002	40
	2006	55
	2007	53
	2008	51
	2002	38
	2006	21
	2007	31
	2008	34
	2002	44
	2006	55
	2007	75

Region	Year	N
	2008	77
	2002	30
	2006	58
	2007	82
	2008	63
	2002	51
	2006	30
	2007	50
	2008	40
	2002	48
	2006	39
	2007	39
	2008	58

Sample Sizes for Chart 1_7

Region	Year	N
9	2002	43
	2006	39
	2007	46
	2008	45
	2002	33
	2006	20
	2007	28
	2008	33
	2002	30
	2006	21
	2007	26
	2008	36
	2002	53
	2006	69
	2007	92
	2008	91
	2002	37
	2006	51
	2007	49
	2008	59
	2002	40
	2006	55

Region	Year	N
	2007	53
	2008	51
	2002	38
	2006	21
	2007	31
	2008	34
	2002	44
	2006	55
	2007	75
	2008	77
	2002	30
	2006	58
	2007	82
	2008	63
	2002	51
	2006	30
	2007	50
	2008	40
	2002	48
	2006	39
	2007	39
	2008	58

Sample Sizes for Chart 1_8

Region	Year	N
9	2002	43
	2006	39
	2007	46
	2008	45
	2002	33
	2006	20
	2007	28
	2008	33
	2002	30
	2006	21
	2007	26
	2008	36
	2002	53

Region	Year	N
	2006	69
	2007	92
	2008	91
	2002	37
	2006	51
	2007	49
	2008	59
	2002	40
	2006	55
	2007	53
	2008	51
	2002	38
	2006	21
	2007	31
	2008	34
	2002	44
	2006	55
	2007	75
	2008	77
	2002	30
	2006	58
	2007	82
	2008	63
	2002	51
	2006	30
	2007	50
	2008	40
	2002	48
	2006	39
	2007	39
	2008	58

Sample Sizes for Chart 1_9

Region	Year	N
9	2002	43
	2006	39
	2007	46
	2008	45

Region	Year	N
	2002	33
	2006	20
	2007	28
	2008	33
	2002	30
	2006	21
	2007	26
	2008	36
	2002	53
	2006	69
	2007	92
	2008	91
	2002	37
	2006	51
	2007	49
	2008	59
	2002	40
	2006	55
	2007	53
	2008	51
	2002	38
	2006	21
	2007	31
	2008	34
	2002	44
	2006	55
	2007	75
	2008	77
	2002	30
	2006	58
	2007	82
	2008	63
	2002	51
	2006	30
	2007	50
	2008	40
	2002	48
	2006	39

Region	Year	N
	2007	39
	2008	58

Sample Sizes for Chart 1_10

Region	Year	N
9	2002	43
	2006	39
	2007	46
	2008	45
	2002	33
	2006	20
	2007	28
	2008	33
	2002	30
	2006	21
	2007	26
	2008	36
	2002	53
	2006	69
	2007	92
	2008	91
	2002	37
	2006	51
	2007	49
	2008	59
	2002	40
	2006	55
	2007	53
	2008	51
	2002	38
	2006	21
	2007	31
	2008	34
	2002	44
	2006	55
	2007	75
	2008	77
	2002	30

Region	Year	N
	2006	58
	2007	82
	2008	63
	2002	51
	2006	30
	2007	50
	2008	40
	2002	48
	2006	39
	2007	39
	2008	58

Sample Sizes for Chart 1_11

Region	Year	N
9	2002	43
	2006	39
	2007	46
	2008	45
	2002	33
	2006	20
	2007	28
	2008	33
	2002	30
	2006	21
	2007	26
	2008	36
	2002	53
	2006	69
	2007	92
	2008	91
	2002	37
	2006	51
	2007	49
	2008	59
	2002	40
	2006	55
	2007	53
	2008	51

Region	Year	N
	2002	38
	2006	21
	2007	31
	2008	34
	2002	44
	2006	55
	2007	75
	2008	77
	2002	30
	2006	58
	2007	82
	2008	63
	2002	51
	2006	30
	2007	50
	2008	40
	2002	48
	2006	39
	2007	39
	2008	58

Sample Sizes for Chart 1_12

Region	Year	N
9	2002	43
	2006	39
	2007	46
	2008	45
	2002	33
	2006	20
	2007	28
	2008	33
	2002	30
	2006	21
	2007	26
	2008	36
	2002	53
	2006	69
	2007	92

Region	Year	N
	2008	91
	2002	37
	2006	51
	2007	49
	2008	59
	2002	40
	2006	55
	2007	53
	2008	51
	2002	38
	2006	21
	2007	31
	2008	34
	2002	44
	2006	55
	2007	75
	2008	77
	2002	30
	2006	58
	2007	82
	2008	63
	2002	51
	2006	30
	2007	50
	2008	40
	2002	48
	2006	39
	2007	39
	2008	58

N_2

Sample Sizes for Chart 2_2

Region	Year	N
9	2002	43
	2006	39
	2007	46
	2008	45
	2002	33

Region	Year	N
	2006	20
	2007	28
	2008	33
	2002	30
	2006	21
	2007	26
	2008	36
	2002	53
	2006	69
	2007	92
	2008	91
	2002	37
	2006	51
	2007	49
	2008	59
	2002	40
	2006	55
	2007	53
	2008	51
	2002	38
	2006	21
	2007	31
	2008	34
	2002	44
	2006	55
	2007	75
	2008	77
	2002	30
	2006	58
	2007	82
	2008	63
	2002	51
	2006	30
	2007	50
	2008	40
	2002	48
	2006	39
	2007	39
	2008	58

***Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results
Compared to other people your age, would you say your health is:?
(Percent responding 'Excellent' or 'Very good')***

Region	Choice Type	N
Statewide	Agency	101
Statewide	Consumer	54
Statewide	Surrogate	83
Statewide	Flex	7
Statewide	Moderate	214
Addison	Agency	9
Addison	Surrogate	6
Addison	Moderate	24
Bennington	Agency	5
Bennington	Surrogate	7
Bennington	Moderate	17
Caledonia	Agency	3
Caledonia	Consumer	6
Caledonia	Surrogate	5
Caledonia	Flex	2
Caledonia	Moderate	17
Chittenden/Grand Isle	Agency	21
Chittenden/Grand Isle	Consumer	12
Chittenden/Grand Isle	Surrogate	10
Chittenden/Grand Isle	Flex	1
Chittenden/Grand Isle	Moderate	21
Essex/Orleans	Agency	13
Essex/Orleans	Consumer	3
Essex/Orleans	Surrogate	12
Essex/Orleans	Moderate	23
Franklin	Agency	18
Franklin	Consumer	9
Franklin	Surrogate	4
Franklin	Moderate	8
Lamoille	Agency	5
Lamoille	Consumer	5
Lamoille	Surrogate	3
Lamoille	Flex	2
Lamoille	Moderate	13
Orange/Windsor	Agency	8

Region	Choice Type	N
Orange/Windsor	Consumer	5
Orange/Windsor	Surrogate	10
Orange/Windsor	Flex	1
Orange/Windsor	Moderate	37
Rutland	Agency	7
Rutland	Consumer	5
Rutland	Surrogate	6
Rutland	Moderate	21
Washington	Agency	7
Washington	Consumer	5
Washington	Surrogate	5
Washington	Flex	1
Washington	Moderate	12
Windham	Agency	5
Windham	Consumer	4
Windham	Surrogate	15
Windham	Moderate	20
77	Moderate	1

***Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results
Compared to one year ago, how would you rate your health in general now?
(Percent responding 'Much better' or 'Somewhat better')***

Region	Choice Type	N
Statewide	Agency	101
Statewide	Consumer	54
Statewide	Surrogate	83
Statewide	Flex	7
Statewide	Moderate	214
Addison	Agency	9
Addison	Surrogate	6
Addison	Moderate	24
Bennington	Agency	5
Bennington	Surrogate	7
Bennington	Moderate	17
Caledonia	Agency	3
Caledonia	Consumer	6
Caledonia	Surrogate	5

Region	Choice Type	N
Caledonia	Flex	2
Caledonia	Moderate	17
Chittenden/Grand Isle	Agency	21
Chittenden/Grand Isle	Consumer	12
Chittenden/Grand Isle	Surrogate	10
Chittenden/Grand Isle	Flex	1
Chittenden/Grand Isle	Moderate	21
Essex/Orleans	Agency	13
Essex/Orleans	Consumer	3
Essex/Orleans	Surrogate	12
Essex/Orleans	Moderate	23
Franklin	Agency	18
Franklin	Consumer	9
Franklin	Surrogate	4
Franklin	Moderate	8
Lamoille	Agency	5
Lamoille	Consumer	5
Lamoille	Surrogate	3
Lamoille	Flex	2
Lamoille	Moderate	13
Orange/Windsor	Agency	8
Orange/Windsor	Consumer	5
Orange/Windsor	Surrogate	10
Orange/Windsor	Flex	1
Orange/Windsor	Moderate	37
Rutland	Agency	7
Rutland	Consumer	5
Rutland	Surrogate	6
Rutland	Moderate	21
Washington	Agency	7
Washington	Consumer	5
Washington	Surrogate	5
Washington	Flex	1
Washington	Moderate	12
Windham	Agency	5
Windham	Consumer	4
Windham	Surrogate	15
Windham	Moderate	20
77	Moderate	1

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results
In the past 12 months, have you been hospitalized?
(Percent responding 'Yes')

Region	Choice Type	N
Statewide	Agency	101
Statewide	Consumer	54
Statewide	Surrogate	83
Statewide	Flex	7
Statewide	Moderate	214
Addison	Agency	9
Addison	Surrogate	6
Addison	Moderate	24
Bennington	Agency	5
Bennington	Surrogate	7
Bennington	Moderate	17
Caledonia	Agency	3
Caledonia	Consumer	6
Caledonia	Surrogate	5
Caledonia	Flex	2
Caledonia	Moderate	17
Chittenden/Grand Isle	Agency	21
Chittenden/Grand Isle	Consumer	12
Chittenden/Grand Isle	Surrogate	10
Chittenden/Grand Isle	Flex	1
Chittenden/Grand Isle	Moderate	21
Essex/Orleans	Agency	13
Essex/Orleans	Consumer	3
Essex/Orleans	Surrogate	12
Essex/Orleans	Moderate	23
Franklin	Agency	18
Franklin	Consumer	9
Franklin	Surrogate	4
Franklin	Moderate	8
Lamoille	Agency	5
Lamoille	Consumer	5
Lamoille	Surrogate	3
Lamoille	Flex	2
Lamoille	Moderate	13
Orange/Windsor	Agency	8

Region	Choice Type	N
Orange/Windsor	Consumer	5
Orange/Windsor	Surrogate	10
Orange/Windsor	Flex	1
Orange/Windsor	Moderate	37
Rutland	Agency	7
Rutland	Consumer	5
Rutland	Surrogate	6
Rutland	Moderate	21
Washington	Agency	7
Washington	Consumer	5
Washington	Surrogate	5
Washington	Flex	1
Washington	Moderate	12
Windham	Agency	5
Windham	Consumer	4
Windham	Surrogate	15
Windham	Moderate	20
77	Moderate	1

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results
When you left the hospital, did you need help with daily activities?
(Percent responding 'Yes')

Region	Choice Type	N
Statewide	Agency	43
Statewide	Consumer	28
Statewide	Surrogate	35
Statewide	Moderate	91
Addison	Agency	2
Addison	Surrogate	1
Addison	Moderate	12
Bennington	Agency	1
Bennington	Surrogate	4
Bennington	Moderate	3
Caledonia	Agency	1
Caledonia	Consumer	3
Caledonia	Moderate	8
Chittenden/Grand Isle	Agency	9

Region	Choice Type	N
Chittenden/Grand Isle	Consumer	4
Chittenden/Grand Isle	Surrogate	3
Chittenden/Grand Isle	Moderate	11
Essex/Orleans	Agency	5
Essex/Orleans	Consumer	1
Essex/Orleans	Surrogate	6
Essex/Orleans	Moderate	10
Franklin	Agency	8
Franklin	Consumer	6
Franklin	Surrogate	3
Franklin	Moderate	2
Lamoille	Agency	1
Lamoille	Consumer	3
Lamoille	Surrogate	1
Lamoille	Moderate	5
Orange/Windsor	Agency	5
Orange/Windsor	Consumer	2
Orange/Windsor	Surrogate	4
Orange/Windsor	Moderate	17
Rutland	Agency	3
Rutland	Consumer	1
Rutland	Surrogate	4
Rutland	Moderate	8
Washington	Agency	4
Washington	Consumer	4
Washington	Surrogate	1
Washington	Flex	1
Washington	Moderate	6
Windham	Agency	4
Windham	Consumer	4
Windham	Surrogate	8
Windham	Moderate	9

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results

Before you left the hospital, did someone talk to you about ways of getting the help you needed with daily (Percent responding 'Yes, the hospital staff told me')

Region	Choice Type	N
Statewide	Agency	39
Statewide	Consumer	24
Statewide	Surrogate	31
Statewide	Moderate	48
Addison	Agency	2
Addison	Surrogate	1
Addison	Moderate	4
Bennington	Agency	1
Bennington	Surrogate	4
Bennington	Moderate	3
Caledonia	Consumer	3
Caledonia	Moderate	2
Chittenden/Grand Isle	Agency	9
Chittenden/Grand Isle	Consumer	4
Chittenden/Grand Isle	Surrogate	3
Chittenden/Grand Isle	Moderate	6
Essex/Orleans	Agency	5
Essex/Orleans	Surrogate	6
Essex/Orleans	Moderate	5
Franklin	Agency	8
Franklin	Consumer	5
Franklin	Surrogate	3
Lamoille	Agency	1
Lamoille	Consumer	2
Lamoille	Moderate	3
Orange/Windsor	Agency	5
Orange/Windsor	Consumer	2
Orange/Windsor	Surrogate	4
Orange/Windsor	Moderate	12
Rutland	Agency	2
Rutland	Surrogate	3
Rutland	Moderate	5
Washington	Agency	4
Washington	Consumer	4
Washington	Surrogate	1
Washington	Flex	1
Washington	Moderate	3
Windham	Agency	2
Windham	Consumer	4

Region	Choice Type	N
Windham	Surrogate	6
Windham	Moderate	5

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results

Before you left the hospital, did someone talk to you about ways of getting the help you needed with daily (Percent responding 'Yes, a choices for care representative told me staff told me')

Region	Choice Type	N
Statewide	Agency	39
Statewide	Consumer	24
Statewide	Surrogate	31
Statewide	Moderate	48
Addison	Agency	2
Addison	Surrogate	1
Addison	Moderate	4
Bennington	Agency	1
Bennington	Surrogate	4
Bennington	Moderate	3
Caledonia	Consumer	3
Caledonia	Moderate	2
Chittenden/Grand Isle	Agency	9
Chittenden/Grand Isle	Consumer	4
Chittenden/Grand Isle	Surrogate	3
Chittenden/Grand Isle	Moderate	6
Essex/Orleans	Agency	5
Essex/Orleans	Surrogate	6
Essex/Orleans	Moderate	5
Franklin	Agency	8
Franklin	Consumer	5
Franklin	Surrogate	3
Lamoille	Agency	1
Lamoille	Consumer	2
Lamoille	Moderate	3
Orange/Windsor	Agency	5
Orange/Windsor	Consumer	2
Orange/Windsor	Surrogate	4
Orange/Windsor	Moderate	12
Rutland	Agency	2

Region	Choice Type	N
Rutland	Surrogate	3
Rutland	Moderate	5
Washington	Agency	4
Washington	Consumer	4
Washington	Surrogate	1
Washington	Flex	1
Washington	Moderate	3
Windham	Agency	2
Windham	Consumer	4
Windham	Surrogate	6
Windham	Moderate	5

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results

Before you left the hospital, did someone talk to you about ways of getting the help you needed with daily (Percent responding 'No, I was too ill at the time but my family member/friend was informed')

Region	Choice Type	N
Statewide	Agency	39
Statewide	Consumer	24
Statewide	Surrogate	31
Statewide	Moderate	48
Addison	Agency	2
Addison	Surrogate	1
Addison	Moderate	4
Bennington	Agency	1
Bennington	Surrogate	4
Bennington	Moderate	3
Caledonia	Consumer	3
Caledonia	Moderate	2
Chittenden/Grand Isle	Agency	9
Chittenden/Grand Isle	Consumer	4
Chittenden/Grand Isle	Surrogate	3
Chittenden/Grand Isle	Moderate	6
Essex/Orleans	Agency	5
Essex/Orleans	Surrogate	6
Essex/Orleans	Moderate	5
Franklin	Agency	8
Franklin	Consumer	5

Region	Choice Type	N
Franklin	Surrogate	3
Lamoille	Agency	1
Lamoille	Consumer	2
Lamoille	Moderate	3
Orange/Windsor	Agency	5
Orange/Windsor	Consumer	2
Orange/Windsor	Surrogate	4
Orange/Windsor	Moderate	12
Rutland	Agency	2
Rutland	Surrogate	3
Rutland	Moderate	5
Washington	Agency	4
Washington	Consumer	4
Washington	Surrogate	1
Washington	Flex	1
Washington	Moderate	3
Windham	Agency	2
Windham	Consumer	4
Windham	Surrogate	6
Windham	Moderate	5

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results

Before you left the hospital, did someone talk to you about ways of getting the help you needed with daily (Percent responding 'No one spoke to me or my family member/friend')

Region	Choice Type	N
Statewide	Agency	39
Statewide	Consumer	24
Statewide	Surrogate	31
Statewide	Moderate	48
Addison	Agency	2
Addison	Surrogate	1
Addison	Moderate	4
Bennington	Agency	1
Bennington	Surrogate	4
Bennington	Moderate	3
Caledonia	Consumer	3
Caledonia	Moderate	2

Region	Choice Type	N
Chittenden/Grand Isle	Agency	9
Chittenden/Grand Isle	Consumer	4
Chittenden/Grand Isle	Surrogate	3
Chittenden/Grand Isle	Moderate	6
Essex/Orleans	Agency	5
Essex/Orleans	Surrogate	6
Essex/Orleans	Moderate	5
Franklin	Agency	8
Franklin	Consumer	5
Franklin	Surrogate	3
Lamoille	Agency	1
Lamoille	Consumer	2
Lamoille	Moderate	3
Orange/Windsor	Agency	5
Orange/Windsor	Consumer	2
Orange/Windsor	Surrogate	4
Orange/Windsor	Moderate	12
Rutland	Agency	2
Rutland	Surrogate	3
Rutland	Moderate	5
Washington	Agency	4
Washington	Consumer	4
Washington	Surrogate	1
Washington	Flex	1
Washington	Moderate	3
Windham	Agency	2
Windham	Consumer	4
Windham	Surrogate	6
Windham	Moderate	5

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results

***Were you involved in making decisions regarding the help you needed with daily activities?
(Percent responding 'Yes')***

Region	Choice Type	N
Statewide	Agency	26
Statewide	Consumer	13
Statewide	Surrogate	18

Region	Choice Type	N
Statewide	Moderate	42
Addison	Surrogate	1
Addison	Moderate	3
Bennington	Agency	1
Bennington	Surrogate	2
Bennington	Moderate	3
Caledonia	Consumer	2
Caledonia	Moderate	2
Chittenden/Grand Isle	Agency	8
Chittenden/Grand Isle	Consumer	2
Chittenden/Grand Isle	Surrogate	1
Chittenden/Grand Isle	Moderate	6
Essex/Orleans	Agency	4
Essex/Orleans	Surrogate	5
Essex/Orleans	Moderate	3
Franklin	Agency	5
Franklin	Consumer	4
Franklin	Surrogate	1
Lamoille	Agency	1
Lamoille	Moderate	3
Orange/Windsor	Surrogate	3
Orange/Windsor	Moderate	9
Rutland	Agency	2
Rutland	Moderate	5
Washington	Agency	3
Washington	Consumer	2
Washington	Surrogate	1
Washington	Flex	1
Washington	Moderate	3
Windham	Agency	2
Windham	Consumer	3
Windham	Surrogate	4
Windham	Moderate	5

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results

***Were you involved in making decisions regarding the help you needed with daily activities?
(Percent responding 'No, but my family member/friend was involved')***

Region	Choice Type	N
Statewide	Agency	26
Statewide	Consumer	13
Statewide	Surrogate	18
Statewide	Moderate	42
Addison	Surrogate	1
Addison	Moderate	3
Bennington	Agency	1
Bennington	Surrogate	2
Bennington	Moderate	3
Caledonia	Consumer	2
Caledonia	Moderate	2
Chittenden/Grand Isle	Agency	8
Chittenden/Grand Isle	Consumer	2
Chittenden/Grand Isle	Surrogate	1
Chittenden/Grand Isle	Moderate	6
Essex/Orleans	Agency	4
Essex/Orleans	Surrogate	5
Essex/Orleans	Moderate	3
Franklin	Agency	5
Franklin	Consumer	4
Franklin	Surrogate	1
Lamoille	Agency	1
Lamoille	Moderate	3
Orange/Windsor	Surrogate	3
Orange/Windsor	Moderate	9
Rutland	Agency	2
Rutland	Moderate	5
Washington	Agency	3
Washington	Consumer	2
Washington	Surrogate	1
Washington	Flex	1
Washington	Moderate	3
Windham	Agency	2
Windham	Consumer	3
Windham	Surrogate	4
Windham	Moderate	5

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results

***Were you involved in making decisions regarding the help you needed with daily activities?
(Percent responding 'No, neither I nor my family member/friend were involved')***

Region	Choice Type	N
Statewide	Agency	26
Statewide	Consumer	13
Statewide	Surrogate	18
Statewide	Moderate	42
Addison	Surrogate	1
Addison	Moderate	3
Bennington	Agency	1
Bennington	Surrogate	2
Bennington	Moderate	3
Caledonia	Consumer	2
Caledonia	Moderate	2
Chittenden/Grand Isle	Agency	8
Chittenden/Grand Isle	Consumer	2
Chittenden/Grand Isle	Surrogate	1
Chittenden/Grand Isle	Moderate	6
Essex/Orleans	Agency	4
Essex/Orleans	Surrogate	5
Essex/Orleans	Moderate	3
Franklin	Agency	5
Franklin	Consumer	4
Franklin	Surrogate	1
Lamoille	Agency	1
Lamoille	Moderate	3
Orange/Windsor	Surrogate	3
Orange/Windsor	Moderate	9
Rutland	Agency	2
Rutland	Moderate	5
Washington	Agency	3
Washington	Consumer	2
Washington	Surrogate	1
Washington	Flex	1
Washington	Moderate	3
Windham	Agency	2
Windham	Consumer	3
Windham	Surrogate	4
Windham	Moderate	5

N_3

Sample Sizes for Chart 3_1

Region	Year	N
9	2002	2
	2006	3
	2007	3
	2008	6
	2002	5
	2006	5
	2007	4
	2008	4
	2002	5
	2006	3
	2007	5
	2008	3
	2002	8
	2006	22
	2007	20
	2008	26
	2002	7
	2006	9
	2007	8
	2008	8
	2002	10
	2006	14
	2007	17
	2008	12
	2002	8
	2006	4
	2007	8
	2008	6
	2002	7
	2006	16
	2007	17
	2008	16
	2002	8
	2006	26
	2007	30
	2008	24

Region	Year	N
	2002	4
	2006	11
	2007	18
	2008	10
	2002	9
	2006	10
	2007	8
	2008	14

Sample Sizes for Chart 3_2

Region	Year	N
9	2002	2
	2006	3
	2007	3
	2008	6
	2002	5
	2006	5
	2007	4
	2008	4
	2002	5
	2006	3
	2007	5
	2008	3
	2002	8
	2006	22
	2007	19
	2008	26
	2002	7
	2006	9
	2007	8
	2008	8
	2002	10
	2006	14
	2007	17
	2008	12
	2002	8
	2006	4
	2007	7

Region	Year	N
	2008	6
	2002	7
	2006	16
	2007	17
	2008	16
	2002	8
	2006	26
	2007	30
	2008	24
	2002	4
	2006	11
	2007	17
	2008	10
	2002	9
	2006	10
	2007	8
	2008	14

Sample Sizes for Chart 3_3

Region	Year	N
9	2002	2
	2006	3
	2007	3
	2008	6
	2002	5
	2006	5
	2007	4
	2008	4
	2002	5
	2006	3
	2007	5
	2008	3
	2002	8
	2006	22
	2007	19
	2008	26
	2002	7
	2006	9

Region	Year	N
	2007	8
	2008	8
	2002	10
	2006	14
	2007	17
	2008	12
	2002	8
	2006	4
	2007	7
	2008	6
	2002	7
	2006	16
	2007	17
	2008	16
	2002	8
	2006	26
	2007	30
	2008	24
	2002	4
	2006	11
	2007	17
	2008	10
	2002	9
	2006	10
	2007	8
	2008	14

Sample Sizes for Chart 3_4

Region	Year	N
9	2002	2
	2006	3
	2007	3
	2008	6
	2002	5
	2006	5
	2007	4
	2008	4
	2002	5

Region	Year	N
	2006	3
	2007	5
	2008	3
	2002	8
	2006	22
	2007	19
	2008	26
	2002	7
	2006	9
	2007	8
	2008	8
	2002	10
	2006	14
	2007	17
	2008	12
	2002	8
	2006	4
	2007	7
	2008	6
	2002	7
	2006	16
	2007	17
	2008	16
	2002	8
	2006	26
	2007	30
	2008	24
	2002	4
	2006	11
	2007	17
	2008	10
	2002	9
	2006	10
	2007	8
	2008	14

Sample Sizes for Chart 3_5

Region	Year	N
9	2002	2
	2006	3
	2007	3
	2008	6
	2002	5
	2006	5
	2007	4
	2008	4
	2002	5
	2006	3
	2007	5
	2008	3
	2002	8
	2006	22
	2007	19
	2008	26
	2002	7
	2006	9
	2007	8
	2008	8
	2002	10
	2006	14
	2007	17
	2008	12
	2002	8
	2006	4
	2007	7
	2008	6
	2002	7
	2006	16
	2007	17
	2008	16
	2002	8
	2006	26
	2007	30
	2008	24
	2002	4
	2006	11
	2007	17
	2008	10

Region	Year	N
	2002	9
	2006	10
	2007	8
	2008	14

N_4

Sample Sizes for Chart 4_1

Region	Year	N
9	2002	5
	2006	8
	2007	12
	2008	19
	2002	15
	2006	6
	2007	9
	2008	12
	2002	9
	2006	4
	2007	8
	2008	14
	2002	7
	2006	5
	2007	15
	2008	15
	2002	15
	2006	11
	2007	14
	2008	22
	2002	8
	2006	7
	2007	5
	2008	5
	2002	8
	2006	4
	2007	8
	2008	9
	2002	9
	2006	7

Region	Year	N
	2007	20
	2008	31
	2002	9
	2006	12
	2007	28
	2008	21
	2002	26
	2006	6
	2007	14
	2008	9
	2002	12
	2006	4
	2007	7
	2008	13

Sample Sizes for Chart 4_2

Region	Year	N
9	2002	5
	2006	8
	2007	12
	2008	19
	2002	15
	2006	6
	2007	9
	2008	11
	2002	9
	2006	4
	2007	8
	2008	14
	2002	7
	2006	5
	2007	15
	2008	15
	2002	15
	2006	11
	2007	14
	2008	22
	2002	8

Region	Year	N
	2006	7
	2007	5
	2008	5
	2002	8
	2006	4
	2007	8
	2008	9
	2002	9
	2006	7
	2007	20
	2008	31
	2002	9
	2006	12
	2007	28
	2008	21
	2002	26
	2006	6
	2007	14
	2008	9
	2002	12
	2006	4
	2007	7
	2008	13

Sample Sizes for Chart 4_3

Region	Year	N
9	2002	5
	2006	8
	2007	12
	2008	19
	2002	15
	2006	6
	2007	9
	2008	11
	2002	9
	2006	4
	2007	8
	2008	14

Region	Year	N
	2002	7
	2006	5
	2007	15
	2008	15
	2002	15
	2006	11
	2007	14
	2008	22
	2002	8
	2006	7
	2007	5
	2008	5
	2002	8
	2006	4
	2007	8
	2008	9
	2002	9
	2006	7
	2007	20
	2008	31
	2002	9
	2006	12
	2007	28
	2008	21
	2002	26
	2006	6
	2007	14
	2008	9
	2002	12
	2006	4
	2007	7
	2008	13

Sample Sizes for Chart 4_4

Region	Year	N
9	2002	5
	2006	8
	2007	12

Region	Year	N
	2008	19
	2002	15
	2006	6
	2007	9
	2008	11
	2002	9
	2006	4
	2007	8
	2008	14
	2002	7
	2006	5
	2007	15
	2008	15
	2002	15
	2006	11
	2007	14
	2008	22
	2002	8
	2006	7
	2007	5
	2008	5
	2002	8
	2006	4
	2007	8
	2008	9
	2002	9
	2006	7
	2007	20
	2008	31
	2002	9
	2006	12
	2007	28
	2008	21
	2002	26
	2006	6
	2007	14
	2008	9
	2002	12
	2006	4

Region	Year	N
	2007	7
	2008	13

Sample Sizes for Chart 4_5

Region	Year	N
9	2002	5
	2006	8
	2007	12
	2008	19
	2002	15
	2006	6
	2007	9
	2008	11
	2002	9
	2006	4
	2007	8
	2008	14
	2002	7
	2006	5
	2007	15
	2008	15
	2002	15
	2006	11
	2007	14
	2008	22
	2002	8
	2006	7
	2007	5
	2008	5
	2002	8
	2006	4
	2007	8
	2008	9
	2002	9
	2006	7
	2007	20
	2008	31
	2002	9

Region	Year	N
	2006	12
	2007	28
	2008	21
	2002	26
	2006	6
	2007	14
	2008	9
	2002	12
	2006	4
	2007	7
	2008	13

*N*₅

Sample Sizes for Chart 5_1

Region	Year	N
9	2002	23
	2006	20
	2007	21
	2008	20
	2002	10
	2006	2
	2007	7
	2008	11
	2002	10
	2006	9
	2007	9
	2008	8
	2002	8
	2006	12
	2007	25
	2008	26
	2002	8
	2006	9
	2007	9
	2008	10
	2002	3
	2006	14
	2007	10

Region	Year	N
	2008	11
	2002	11
	2006	3
	2007	7
	2008	9
	2002	13
	2006	16
	2007	20
	2008	20
	2002	5
	2006	7
	2007	8
	2008	6
	2002	7
	2006	5
	2007	7
	2008	4
	2002	8
	2006	11
	2007	15
	2008	19

Sample Sizes for Chart 5_2

Region	Year	N
9	2002	23
	2006	19
	2007	21
	2008	19
	2002	10
	2006	2
	2007	7
	2008	11
	2002	10
	2006	9
	2007	9
	2008	8
	2002	8
	2006	12

Region	Year	N
	2007	23
	2008	26
	2002	8
	2006	8
	2007	9
	2008	10
	2002	3
	2006	14
	2007	10
	2008	11
	2002	11
	2006	3
	2007	6
	2008	9
	2002	13
	2006	15
	2007	20
	2008	20
	2002	5
	2006	7
	2007	8
	2008	6
	2002	7
	2006	4
	2007	6
	2008	4
	2002	8
	2006	11
	2007	15
	2008	18

Sample Sizes for Chart 5_3

Region	Year	N
9	2002	23
	2006	19
	2007	21
	2008	19
	2002	10

Region	Year	N
	2006	2
	2007	7
	2008	11
	2002	10
	2006	9
	2007	9
	2008	8
	2002	8
	2006	12
	2007	23
	2008	26
	2002	8
	2006	8
	2007	9
	2008	10
	2002	3
	2006	14
	2007	10
	2008	11
	2002	11
	2006	3
	2007	6
	2008	9
	2002	13
	2006	15
	2007	20
	2008	20
	2002	5
	2006	7
	2007	8
	2008	6
	2002	7
	2006	4
	2007	6
	2008	4
	2002	8
	2006	11
	2007	15
	2008	18

Sample Sizes for Chart 5_4

Region	Year	N
9	2002	23
	2006	19
	2007	21
	2008	19
	2002	10
	2006	2
	2007	7
	2008	11
	2002	10
	2006	9
	2007	9
	2008	8
	2002	8
	2006	12
	2007	23
	2008	26
	2002	8
	2006	8
	2007	9
	2008	10
	2002	3
	2006	14
	2007	10
	2008	11
	2002	11
	2006	3
	2007	6
	2008	9
	2002	13
	2006	15
	2007	20
	2008	20
	2002	5
	2006	7
	2007	8
	2008	6
	2002	7
	2006	4

Region	Year	N
	2007	6
	2008	4
	2002	8
	2006	11
	2007	15
	2008	18

Sample Sizes for Chart 5_5

Region	Year	N
9	2002	23
	2006	19
	2007	21
	2008	19
	2002	10
	2006	2
	2007	7
	2008	11
	2002	10
	2006	9
	2007	9
	2008	8
	2002	8
	2006	12
	2007	23
	2008	26
	2002	8
	2006	8
	2007	9
	2008	10
	2002	3
	2006	14
	2007	10
	2008	11
	2002	11
	2006	3
	2007	6
	2008	9
	2002	13

Region	Year	N
	2006	15
	2007	20
	2008	20
	2002	5
	2006	7
	2007	8
	2008	6
	2002	7
	2006	4
	2007	6
	2008	4
	2002	8
	2006	11
	2007	15
	2008	18

N_6

Sample Sizes for Chart 6_1

Region	Year	N
9	2002	18
	2006	33
	2007	43
	2008	15
	2002	7
	2006	15
	2007	24
	2008	12
	2002	11
	2006	18
	2007	21
	2008	16
	2002	32
	2006	47
	2007	72
	2008	44
	2002	10
	2006	42
	2007	41

Region	Year	N
	2008	28
	2002	23
	2006	40
	2007	38
	2008	31
	2002	11
	2006	17
	2007	23
	2008	15
	2002	18
	2006	39
	2007	58
	2008	24
	2002	10
	2006	32
	2007	53
	2008	18
	2002	17
	2006	19
	2007	32
	2008	18
	2002	23
	2006	29
	2007	31
	2008	24

Sample Sizes for Chart 6_2

Region	Year	N
9	2002	18
	2006	30
	2007	41
	2008	14
	2002	7
	2006	14
	2007	23
	2008	12
	2002	11
	2006	18

Region	Year	N
	2007	20
	2008	16
	2002	32
	2006	47
	2007	69
	2008	44
	2002	10
	2006	41
	2007	41
	2008	28
	2002	23
	2006	40
	2007	37
	2008	31
	2002	11
	2006	16
	2007	22
	2008	15
	2002	18
	2006	37
	2007	57
	2008	23
	2002	10
	2006	29
	2007	52
	2008	18
	2002	17
	2006	18
	2007	32
	2008	18
	2002	23
	2006	29
	2007	30
	2008	23

Sample Sizes for Chart 6_3

Region	Year	N
9	2002	18

Region	Year	N
	2006	30
	2007	41
	2008	14
	2002	7
	2006	14
	2007	23
	2008	12
	2002	11
	2006	18
	2007	20
	2008	16
	2002	32
	2006	47
	2007	69
	2008	44
	2002	10
	2006	41
	2007	41
	2008	28
	2002	23
	2006	40
	2007	37
	2008	31
	2002	11
	2006	16
	2007	22
	2008	15
	2002	18
	2006	37
	2007	57
	2008	23
	2002	10
	2006	29
	2007	52
	2008	18
	2002	17
	2006	18
	2007	32
	2008	18
	2002	23

Region	Year	N
	2006	29
	2007	30
	2008	23

Sample Sizes for Chart 6_4

Region	Year	N
9	2002	18
	2006	30
	2007	41
	2008	14
	2002	7
	2006	14
	2007	23
	2008	12
	2002	11
	2006	18
	2007	20
	2008	16
	2002	32
	2006	47
	2007	69
	2008	44
	2002	10
	2006	41
	2007	41
	2008	28
	2002	23
	2006	40
	2007	37
	2008	31
	2002	11
	2006	16
	2007	22
	2008	15
	2002	18
	2006	37
	2007	57
	2008	23

Region	Year	N
	2002	10
	2006	29
	2007	52
	2008	18
	2002	17
	2006	18
	2007	32
	2008	18
	2002	23
	2006	29
	2007	30
	2008	23

Sample Sizes for Chart 6_5

Region	Year	N
9	2002	18
	2006	30
	2007	41
	2008	14
	2002	7
	2006	14
	2007	23
	2008	12
	2002	11
	2006	18
	2007	20
	2008	16
	2002	32
	2006	47
	2007	69
	2008	44
	2002	10
	2006	41
	2007	41
	2008	28
	2002	23
	2006	40
	2007	37

Region	Year	N
	2008	31
	2002	11
	2006	16
	2007	22
	2008	15
	2002	18
	2006	37
	2007	57
	2008	23
	2002	10
	2006	29
	2007	52
	2008	18
	2002	17
	2006	18
	2007	32
	2008	18
	2002	23
	2006	29
	2007	30
	2008	23

APPENDIX C. SURVEY QUESTIONNAIRE

2008 Survey of Vermonters Who Use Long-Term Care Services and Programs



The Vermont Department of Disabilities, Aging and Independent Living is very interested in hearing your opinions and experiences with the long-term care programs you use and the services you receive. The information you provide in this survey will be used to help improve long-term care services. You were chosen to participate in the survey because you receive help, or have received help in the past, from a long-term care program, such as the Attendant Services Program, Adult Day Services, Choices for Care Personal Care Services, or Homemaker Services.

You can be assured that your responses to this survey will be confidential. **Your responses will never be shared with your caregivers or local agencies. Your responses will have no effect on your eligibility for services or the services that you receive.** Please answer the survey questions truthfully and to the best of your abilities. There are no 'right' or 'wrong' answers.

If you need help answering these questions, you may ask someone to help you complete this survey. **If you prefer, you may also call a special toll-free number, (800) 639-2030, to complete the survey over the telephone or to receive help completing the survey.** Remember, it is important that you share your opinions and experiences!

Thank you for your help with this important study. Your participation will help us to better serve all Vermonters who use long-term care services!

1. Who is completing this survey? (Circle one answer.)

- 1 The person who receives the services or care. ➔ **CONTINUE TO QUESTION 2**
- 2 Someone acting on behalf of the person receiving services. *(Please respond to the following questions in terms of the person who receives the services or care.)*
(PLEASE ANSWER Question 1A)



1A. Are you a paid caregiver? (Circle one answer.)

- 1 Yes
- 2 No

2. Are you: (Circle one answer.)

- 1 A man
- 2 A woman

3. For this question, please think about **all** of the services you receive and **all** programs in which you participate. For example, if you participate in more than one program, try to think about your experiences with all of the programs as a group.

Please give each of the following aspects of your care a letter grade using this scale:

A = Excellent B = Good C = Fair D = Poor

Please place an **X** in the box that best describes your opinion. If a question does not pertain to the kind of service or help you receive, you may leave the question blank.

	A Excellent	B Good	C Fair	D Poor
A. The amount of choice and control you had when you planned the services or care you would receive.				
B. The overall quality of the help you receive.				
C. The timeliness of your services. For example, did your services start when you needed them?				
D. When you receive your services or care. <i>For example, do they fit with your schedule?</i>				
E. The communication between you and the people who help you.				
F. The reliability of the people who help you. <i>For example, do they show up when they are supposed to be there?</i>				
G. The degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping.				
H. How well problems or concerns you have with your care are taken care of.				
I. The courtesy of those who help you.				
J. How well people listen to your needs and preferences.				

4. For what you pay for the services you receive, do you find them a good value?

(Circle one answer.)

- 1 YES
2 NO

5. Would you say the help you have received has made your life: (Circle one answer.)

- 1 MUCH BETTER
- 2 SOMEWHAT BETTER
- 3 ABOUT THE SAME
- 4 SOMEWHAT WORSE
- 5 MUCH WORSE

6. How easy would it be for you to stay in your home if you didn't receive services? (Circle one answer.)

- 1 VERY EASY
- 2 EASY
- 3 ABOUT THE SAME
- 4 DIFFICULT
- 5 VERY DIFFICULT

7. The following statements refer to how you feel about your life now. Place an X in the box that describes your opinion about each statement.

	Yes	Somewhat	No
A. I feel safe in the home where I live.			
B. I feel safe out in my community.			
C. I can get where I need or want to go.			
D. I can get around inside my home as much as I need to.			
E. I am satisfied with how I spend my free time.			
F. I am satisfied with the amount of contact I have with my family and friends.			
G. I have someone I can count on in an emergency.			
H. I feel satisfied with my social life and with my connection to my community.			
I. I feel valued and respected.			

8. Place an X in the box that describes your opinion.

	A Excellent	B Good	C Fair	D Poor
A. Overall, how would you rate your quality of life?				

B. In general, compared to other people your age, would you say your health is:
(Circle one answer.)

- 1 EXCELLENT
- 2 VERY GOOD
- 3 GOOD
- 4 FAIR
- 5 POOR

C. Compared to one year ago, how would you rate your health in general now?
(Circle one answer.)

- 1 MUCH BETTER NOW THAN ONE YEAR AGO
- 2 SOMEWHAT BETTER NOW THAN ONE YEAR AGO
- 3 ABOUT THE SAME
- 4 SOMEWHAT WORSE NOW THAN ONE YEAR AGO
- 5 MUCH WORSE NOW THAN ONE YEAR AGO

D. In the past 12 months, have you been hospitalized? (Circle one answer.)

- 1 YES ➔ *IF YES, please continue to Question E*
- 2 NO ➔ *IF NO, please skip to Question 9 on the next page*

E. If you have been hospitalized more than once, please think back to your most recent hospitalization. When you left the hospital, did you need help with daily activities (for example, dressing, bathing or getting out of bed)? (Circle one answer.)

- 1 YES ➔ *IF YES, please continue to Question F*
- 2 NO ➔ *IF NO, please skip to Question 9 on the next page*

F. Before you left the hospital, did someone talk to you about ways of getting the help you needed with daily activities? (Circle all that apply.)

- 1 YES, THE HOSPITAL STAFF TOLD ME ➔ *IF YES, please go to Question G on the next page*
- 2 YES, A CHOICES FOR CARE REPRESENTATIVE TOLD ME ➔ *IF YES, please go to Question G on the next page*
- 3 NO, I WAS TOO ILL AT THE TIME BUT MY FAMILY MEMBER/FRIEND WAS INFORMED ➔ *IF NO, please skip to Question 9 on the next page*
- 4 NO ONE SPOKE TO ME OR MY FAMILY MEMBER/FRIEND ➔ *IF NO, please skip to Question 9 on the next page*

G. Were you involved in making decisions regarding the help you needed with daily activities? (Circle one answer.)

- 1 YES
- 2 NO, BUT MY FAMILY MEMBER/FRIEND WAS INVOLVED
- 3 NO, NEITHER I NOR MY FAMILY MEMBER/FRIEND WERE INVOLVED

For the next few questions, we would like you to think about the services you receive from each one of the state-sponsored programs in which you participate. Please skip the questions relating to any program in which you DO NOT participate.

For each of the questions, place an **X** in the box that best describes your opinion about the following statements by telling us whether the statement is **always**, **almost always**, **sometimes**, **seldom**, or **never** true.

9. Please answer the following questions if you participate in the ATTENDANT SERVICES PROGRAM. The Attendant Services Program provides assistance with personal care for adults with disabilities. Participants hire, train, and supervise their attendants.

If you do not participate in the Attendant Services Program, skip to Question 10 on the next page.

	Always	Almost Always	Some-times	Seldom	Never
A. I am satisfied with the quality of the services I receive from the Attendant Services Program.					
B. The services I receive from the Attendant Services Program meet my needs.					
C. My caregivers in the Attendant Services Program treat me with respect and courtesy.					
D. I know who to contact if I have a complaint about the Attendant Services Program or if I need more help.					
E. The Attendant Services Program provides services to me when and where I need them.					

10. Please answer the following question if you receive **HOMEMAKER services. Homemaker services provides adult Vermonters who need help at home with activities such as cleaning, laundry, shopping, respite care, and limited person care. If you do not receive HOMEMAKER services, skip to Question 11.**

	Always	Almost Always	Sometimes	Seldom	Never
A. I am satisfied with the quality of the Homemaker services I receive.					
B. The Homemaker services I receive meet my needs.					
C. My caregivers providing Homemaker services treat me with respect and courtesy.					
D. I know who to contact if I have a complaint about Homemaker services or if I need more help.					
E. The Homemaker services are provided to me when and where I need them.					

11. Please answer the following question if you receive CHOICES FOR CARE PERSONAL CARE SERVICES. Personal Care services provide in-home care to elders and adults with physical disabilities (such as bathing and dressing). If you do not receive Choices for Care Personal Care Services, skip to Question 12 on the next page.

	Always	Almost Always	Sometimes	Seldom	Never
A. I am satisfied with the quality of the personal care services I receive.					
B. The personal care services I receive meet my needs.					
C. My personal caregiver(s) treat(s) me with respect and courtesy.					
D. I know who to contact if I have a complaint about personal care services or if I need more help.					
E. Personal care services are provided to me when and where I need them.					

12. Please answer the following question if you receive ADULT DAY CENTER services. Adult Day Centers provide activities, social interaction, meals, personal care, and health services. If you do not receive Adult Day Center services, skip to Question 13 on the next page.

	Always	Almost Always	Some-times	Seldom	Never
A. I am satisfied with the quality of the services I receive from the Adult Day Center I attend.					
B. The services I receive from the Adult Day Center meet my needs.					
C. My caregivers at the Adult Day Center treat me with respect and courtesy.					
D. I know who to contact if I have a complaint about the Adult Day Center or if I need more help.					
E. The Adult Day Center provides services to me when and where I need them.					

Please answer the following questions if you participate in the HOME DELIVERED MEALS PROGRAM, or MEALS ON WHEELS. The Home Delivered Meals program provides nourishing meals to seniors in their homes who are unable to attend a community meal site. If you do not participate in the Home Delivered Meals Program, skip to Question 21 on page 12.

13. Do you currently receive meals through the Home Delivered Meals Program?

(Circle one answer.)

1 YES ➡ IF YES, continue to Question 14.

2 NO ➡ IF NO, please answer Question 13A.



13A. Did you receive meals through the Home Delivered Meals program in the past? (Circle one answer.)

1 YES ➡ IF YES, please answer question 13B.

2 NO ➡ IF NO, please skip to question 21.

13B. Why did you stop receiving meals?(Circle one answer.)

1 I didn't like the food.

2 The food didn't meet my special dietary needs.

3 The meals were delivered at an inconvenient time.

4 I receive meal help from another source (such as friends or family).

5 For another reason. (Please specify below.)

SKIP TO QUESTION 21

14. How many meals per week do you receive? (Please write the number in the space below.)

I receive _____ meals per week.

15. Please rate your opinion about each of the statements describing the meals from the HOME DELIVERED MEALS PROGRAM.

	Always	Almost Always	Some-times	Seldom	Never
A. The food tastes good.					
B. The food looks good.					
C. The meals provide a variety of foods.					
D. When the meal arrives, the hot food is hot.					
E. When the meal arrives, the cold food is cold.					
F. The meal is delivered on time.					
G. I eat the meals that are delivered.					

16. Do you have any health conditions that affect which foods you have been advised to eat?

- 1 YES ➔ *IF YES, please answer question 17.*
- 2 NO ➔ *IF NO, continue to question 18 on the next page.*

17. How often do foods offered through the Home Delivered Meals Program meet your specific dietary needs? (Circle one answer.)

- 1 Always
- 2 Almost Always
- 3 Sometimes
- 4 Seldom
- 5 Never

18. To what degree do you feel that home delivered meals have improved your quality of life?(Circle one answer.)

- 1 A lot
- 2 Somewhat
- 3 A little
- 4 Not at all

19. Do you participate in any of the following programs? (Check one column for each program.)

	Yes, I participate	No, I do not participate	I have not heard of this program
A. Food Stamps			
B. Commodity Supplemental Food Program (CSFP)			
C. Senior Farmer's Market Nutrition Program			
D. SHARE New England			
E. Local Food Shelf			
F. Community Meal Sites			

20. Do you receive food assistance from any other program or source not mentioned above? (Please write your answer in the space below.)

- 21. The State of Vermont is interested in hearing *YOUR* ideas about how to make things work better for you and other Vermonters. Please tell us how *YOU* think your services or care could be improved. (Please write your answer in the space below.)**

- 22. Do you have any comments you would like to make about the help you receive? (Please write your answer in the space below.)**

- 23. Would you like someone to contact you about worries or concerns you have about the services you receive from any of the state-sponsored programs that have been discussed in this survey?**

If so, please provide your name, telephone number, and brief description of your concern. (Please print.)

Name: _____

Telephone: (802) _____

Brief description of worry or concern:

Thank you for completing the survey! Please place the survey in the postage-paid envelope it came with, and mail the envelope.